

May 13, 2019

Stephen Davis
Canadian Broadcasting Corporation
250 Front Street West, 4th Floor
Toronto, ON M5V 3G5

Dear Mr. Davis:

This request is in response to your *Access to Information Act* request.

The Canada Border Services Agency (CBSA) is committed to providing the highest level of client service and we would be pleased to assist you with any questions or concerns you may have regarding the handling of your request. You may contact Veronika Daccache at 343-291-6959 or by e-mail at Veronika.Daccache@cbsa-asfc.gc.ca, using our file number as a reference.

Please refer to the annex for information of the processing of your request.

Yours truly,



Tanya Minchella
Team Leader

Enclosure: (2)

Annex

Canada Border Services Agency File Number	A-2018-10291 / VDACC
Request Summary	<p><i>Clarification received on June 27th 2018:</i></p> <p><i>Requesting complaints and related Formal Discipline Reports resulted from these complaints: Officer/employee conduct, Questioning, Enforcement action, Immigration, Examinations, Targeting, Privacy Related and Canadian Victim Bill of Rights coming from outside CBSA from the following airports: Pearson International Airport, Vancouver International Airport, and Montreal-Pierre Elliott Trudeau International Airport. The timeframe requested is for July 1, 2016 to July 1, 2018.</i></p> <p><i>Clarification received June 15th 2018:</i></p> <p><i>Looking only for complaints that came from outside the CBSA and 'event' is 'whatever may have prompted the complaint'.</i></p> <p><i>Clarification received June 14th 2018:</i></p> <p><i>The term 'contractor' means any companies to whom CBSA provided contracts and any contract employee that is employed by the CBSA.</i></p> <p><i>Original Request Text:</i></p> <p><i>Copies of all complaints received about CBSA staff and contractors between January 1, 2016 and the present date regarding any events at airports in the cities listed below: Vancouver, British Columbia Calgary, Alberta Saskatoon, Saskatchewan Toronto, Ontario Montreal, Quebec Halifax, Nova Scotia Please include any records that mention any CBSA response to these complaints, including, but not limited to, formal Professional Standards reports and any documents created at regional CBSA sites.</i></p>
Request Disposition	Disclosed in part
The following line indicates which sections of the <i>Act</i> were invoked by the Agency if the information was not all disclosed to you.	
Summary of Exemptions	16(2)(c) Security - vulnerability of buildings, structures, systems, and methods to protect them 19(1) Personal information of another individual

Link to the <i>Access to Information Act</i>	http://laws-lois.justice.gc.ca/eng/acts/A-1/
Address	Access to Information and Privacy Division Place Vanier Tower A 333 North River Road, 14th floor Ottawa, ON K1A 0L8
<p>Should you be dissatisfied with the processing of this request, you may file a complaint within sixty days of receipt of this notice to the Information Commissioner of Canada by writing to:</p> <p>Office of the Information Commissioner of Canada 30 Victoria Street Gatineau, Québec K1A 1H3</p> <p>or:</p> <p>You may also use the following On-line Complaint link (E-Form): http://www.oic-ci.gc.ca/eng/lc-cj-lodge-complaint-deposer-plainte.aspx</p>	

[REDACTED]

From: [REDACTED]
Sent: July 3, 2016 04:13 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number

address

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: July

date_day: 02

date_year: 2016

time_hh: :

time_mm:

location: YVR

feedback:

2

PROTECTED A

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/51.0.2704.103
Safari/537.36

[REDACTED]

From:
Sent: July 18, 2016 01:55 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name

phone number:

address

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: July

date_day: 15

date_year: 2016

time_hh:

time_mm:

location: Vancouver Airport

feedback: Officer

then began to verbally interrogate me. She ques!
tioned every piece of information I had written down on my customs declaration
towards me

The officer

Her tone and aggression

The behaviour this officer portrayed and her lack of any sort of human compassion is disgusting, and unprofessional.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 9_3_2 like Mac OS X) AppleWebKit/601.1 (KHTML, like Gecko) CriOS/51.0.2704.104
Mobile/13F69 Safari/601.1.46

[REDACTED]

From: McKenny, Sarah
Sent: July 28, 2016 02:23 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject:

Please open a complaint for the below.

Thank you.

-----Original Message-----

From: root@rc.gc.ca [<mailto:root@rc.gc.ca>]
Sent: July 18, 2016 2:05 AM
To: CBSA-ASFC_IT_RCMSOSg
Subject: WWW Form Submission

fmrID: rcms2016a

date of action: 2016-07-15

client type:

client first name:

client surname:

client address:

client city:

client country:

client province/state:

client province/state other:

client postal/zip code:

client phone number:

client phone number type:

2

PROTECTED A

details: Officer :

The officer

then began to verbally interrogate me. She questioned every piece of information I had written down on my customs declaration

' Her tone and aggression

towards me

The behaviour this officer portrayed and her lack of any sort of human compassion is disgusting, and unprofessional.

certification: yes

date submitted: 2016-07-17

language: english [language=1]

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 9_3_2 like Mac OS X) AppleWebKit/601.1 (KHTML, like Gecko) CriOS/51.0.2704.104 Mobile/13F69 Safari/601.1.46

From: Argue, Sydney
Sent: July 20, 2016 01:01 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FW: Concern Regarding CBSA Officer

Good morning,

Please assign a CFN to this file.

Thanks,

Sydney Argue

Executive Assistant, Corporate and Program Services
Canada Border Services Agency / Government of Canada
sydney.argue@cbsa-asfc.gc.ca / Tel: 604-775-6720 / TTY: 866-335-3237

Adjointe exécutif, Division des services corporatifs et des programmes
Agence des services frontaliers du Canada / Gouvernement du Canada
sydney.argue@cbsa-asfc.gc.ca / Tél. : 604-775-6720 / ATS : 866-335-3237

From: Holtan, Deborah
Sent: July 20, 2016 9:45 AM
To: PAC-Dist_CBSA_333Dunsmuir_ Complaints Unit
Subject: FW: Concern Regarding CBSA Officer

Please arrange for this complaint to be assigned a CFN.

Deborah Holtan

Regional Program Officer, Operations Branch
Canada Border Services Agency / Government of Canada
deborah.holtan@cbsa-asfc.gc.ca / Tel. : 604-666-6151 / TTY: 866-335-3237

Agente régionale de programme, Direction générale des opérations
Agence des services frontaliers du Canada / Gouvernement du Canada
deborah.holtan@cbsa-asfc.gc.ca Tél. : 604-666-6151 / ATS : 866-335-3237

From: Hara, Gary
Sent: July 19, 2016 4:50 PM
To: Holtan, Deborah
Subject: FW: Concern Regarding CBSA Officer

Hi Deb,

Can you log this complaint and also provide a history of complaints naming BSO

Thanks.

2

PROTECTED A

From: Siksik, Samar
Sent: July 19, 2016 4:33 PM
To: Hara, Gary
Subject: FW: Concern Regarding CBSA Officer

From
Sent: July 14, 2016 8:56 AM
To: samar.siksik@cbsa.gc.ca
Subject: Concern Regarding CBSA Officer

Hello Officer Siksik,

Yesterday evening, July 13 2016 at the level 4 CBSA ' customs and immigration checkpoint an officer used inappropriate language when verifying a customer ' The customer was traveling ' The CBSA officer stated as follows:

'Is he going to be like that on the flight? I can't stand two minutes let alone hours. Fuck me.'

I believe the officer's name

Thank you,

[REDACTED]

From: CBSA-ASFC_Appeals-Appels
Sent: July 25, 2016 01:14 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FW: WWW Form Submission

Please assign a CFN to this appeal.

Thanks!

Ashlee Bradbury
Appeals Processing Assistant, Corporate Affairs Branch
Canada Border Services Agency / Government of Canada
ashlee.bradbury@cbsa-asfc.gc.ca / Tel: 343-291-7236 / TTY: 866-335-3237
Ajointe aux traitements des appels, Direction générale des services intégrés
Agence des services frontaliers du Canada / Gouvernement du Canada
ashlee.bradbury@cbsa-asfc.gc.ca / Tél. : 343-291-7236 / ATS : 866-335-3237

-----Original Message-----

From: root@rc.gc.ca [<mailto:root@rc.gc.ca>]
Sent: July 13, 2016 12:48 AM
To: CBSA-ASFC_IT_RCMSOSg
Subject: WWW Form Submission

fmrID: rcms2016a

date of action: 2016-07-11

client type:

client first name:

client surname:

client address:

client city: |

client country:

client province/state:

2

PROTECTED A

client postal/zip code:

client phone number:

client phone number type

representation:

representative type: I

representative first name:

representative surname

representative address:

representative city:

representative country:

representative province/state:

representative postal/zip code:

representative phone number:

representative phone number type:

details:

Racial Discrimination. I

this is an act of

certification: yes

date submitted: 2016-07-12

language: english [language=1]

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64; Trident/7.0; yie11; rv:11.0) like Gecko

From:
Sent: August 1, 2016 04:48 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

identification: victim

first_name:

family_name:

phone:

address:

city:

province_state:

postal_zip:

country:

time_mm: - mm -

staff_contact: Immigration Department Staff member - immigration Arrivals

date_month: July

date_day: 08

date_year: -

time_hh

time_mm

location: Vancouver Airport - Immigration (Forms) Arrivals

feedback:

this woman was anything but welcoming, she was overwhelmingly 'belligerent'. She proceeded to bark singular words at me (ie) Passport! I handed over my Passport and Eta form. She again barked at me 'Immigration form'. ' She again, very rudely yelled at me, 'It's there! In your bag. She then snatched this form onto her desk, &

She was exceptionally rude to me,

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 8_4 like Mac OS X) AppleWebKit/600.1.4 (KHTML, like Gecko) Version/8.0 Mobile/12H143
Safari/600.1.4

From: CBSA-ASFC_CONTACT
Sent: August 2, 2016 12:16 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FW: Complaint about canada border

Hello Complaints Unit,

Traveller complaint regarding BSO treatment at YVR for your action.

Contact Us will close on our end.

Thank you,
David Lamoureux

Technical Advisor, Border Information Services and Contact Us
Canada Border Services Agency / Government of Canada
david.lamoureux@cbsa-asfc.gc.ca / Tel 1-204-983-3413 / TTY: 866-335-3237

Conseiller Technique, Service d'information sur la frontière et Contactez-nous
Agence des services frontaliers du Canada / Gouvernement du Canada
david.lamoureux@cbsa-asfc.gc.ca / Tél 1-204-983-3413 / TTY: 866-335-3237

From:
Sent: July 29, 2016 5:41 PM
To: customercallcentre@yvr.ca; contact@cbsa.gc.ca
Subject: Complaint about canada border *****

Dear sirs and madams,

checkt by an unfriendly border staff;

Staff asked me curious questions

2

PROTECTED A

From: [REDACTED]
Sent: August 5, 2016 01:57 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: /

phone number:

address:

city:

province state:

postal code: '

country: ('

date_month: May

date_day: 07

date_year: 2016

time_hh:

time_mm:

location: Nexus Enrollment Center - YVR

feedback:

2

PROTECTED A
Officer

need to conduct it in such a condescending manner. arrogant demeanor throughout our interviews \
Officer tone and even choice of words

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/52.0.2743.82 Safari/537.36

From:
Sent: August 7, 2016 02:43 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: '

phone number

address: !

city: .

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: June

date_day: 29

date_year: 2016

time_hh:

time_mm:

location: Customs Stall number 16

feedback:

2

PROTECTED A

agent gave me a cold, harsh fact that
never softened or smiled and demanded to know, "What are you here for?!"

language and treatment of me was rude and hurts the image of the fabulous country that
Canada is today.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/51.0.2704.103 Safari/537.36

[REDACTED]

From:
Sent: August 7, 2016 06:29 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: July

date_day: 19

date_year: 2016

time_hh: 1

time_mm:

location: YVR

service provider: Canadian Immigration

2

PROTECTED A

feedback: I was questioned by immigration and was asked how much money I have in my bank accounts.
the agent was using his position to

There is no justification for asking my personal financial information when I was transiting through the airport for a few hours (I was forced through immigration to check in for my connecting flight).

certification: yes

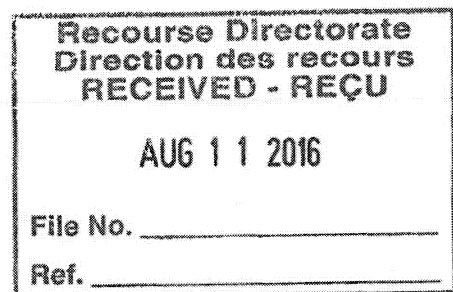
Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 9_3_3 like Mac OS X) AppleWebKit/601.1.46 (KHTML, like Gecko) Version/9.0
Mobile/13G34 Safari/601.1

August 2, 2016

Recourse Directorate
Canada Border Services Agency
Ottawa, ON K1A 0L8 CANADA

RE: [REDACTED]



Dear Sir or Madam:

[REDACTED] encountered some unpleasant experiences.

The Canadian immigration officer questioned [REDACTED] as to [REDACTED] purpose of visiting Canada. [REDACTED]

Recourse Directorate
Canada Border Services Agency
Ottawa, ON K1A 0L8
CANADA

From: [REDACTED]
Sent: August 19, 2016 12:31 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

date_month: August

date_day: 18

date_year: 2016

time_hh: :

time_mm:

location: YVR Airport Customs

feedback: Dear Sir/Madam,

interact with a number of CBSA agents, the majority of whom were pleasant and professional.

2

PROTECTED A

one interaction with a CBSA agent which I found rude and unprofessional and in need of correction.

As the CBSA service standards indicate that the agency seeks to provide professional and courteous service, I can tell you this interaction did not meet

rather derisively told me to "Go wait back there, the agent in question sneered at me and and then proceeded to shoo me away with his hand.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/52.0.2743.116
Safari/537.36

[REDACTED]

From:
Sent: August 23, 2016 06:57 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number

address:

city:

province state:

postal code:

country:

time_contact-hh: 16:00

date_month: August

date_day: 18

date_year: 2016

time_hh:

time_mm:

location: YVR Airport (Vancouver, BC) Canadian Border

feedback: were treated, and held up for no reason, upon arriving back into Canada on August 18th

told to go off into the "room" and interrogated for three hours without reason.

who treated them like criminals and had no
problem abusing his authority.....?

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/52.0.2743.116 Safari/537.36

[REDACTED]

From: CBSA-ASFC_CONTACT
Sent: August 29, 2016 03:55 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FW: Complaint re YVR Canada Customs

Hello Complaints Unit,

Customs Complaint,

As per HQ we are forwarding to you.

Would you like me to close this transaction or leave it open?

Thank you,
Natasha Fardoe

From:
Sent: August 27, 2016 10:12 PM
To: contact@cbsa.gc.ca
Cc: Ralph, Goodale: HOC / CDC; customercallcentre@yvr.ca
Subject: Complaint re YVR Canada Customs *

I ask to speak with a supervisor. My request is denied.

supervisor.
my request.

I ask again to speak to a
This staff member accepts

This process was unconscionably unprofessional, unaccountable, unstructured, judgmental, inconsiderate, and incompetent.

3

PROTECTED A

[REDACTED]

From:
Sent: August 29, 2016 04:09 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: August

date_day: 25

date_year: 2016

time_hh:

time_mm

location: Vancouver International Airport

2

feedback: To Whom It May Concern:

PROTECTED A

officer

who was extremely rude

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_10_5) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/52.0.2743.116
Safari/537.36

[REDACTED]

From:
Sent: September 9, 2016 01:22 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: :

date_month: September

date_day: 04

date_year: 2016

time_hh:

time_mm:

location: Vancouver Airport Border

2
feedback:

PROTECTED A

degradeing.

the manner he asked was rude and

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Trident/7.0; rv:11.0) like Gecko

[REDACTED]

From:
Sent: September 9, 2016 03:12 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: September

date_day: 04

date_year: 2016

time_hh:

time_mm: - mm -

location: Vancouver

feedback:

degraded me ,spoke to me so disgraceful

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Trident/7.0; rv:11.0) like Gecko

From: [REDACTED]
Sent: September 9, 2016 09:18 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: July

date_day: 28

date_year: 2016

time_hh:

time_mm:

location: Vancouver international airport

feedback: to reveal how much money I had in my bank

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 6.0.1; SAMSUNG SM-N910W8 Build/MMB29M) AppleWebKit/537.36 (KHTML, like Gecko)
SamsungBrowser/4.0 Chrome/44.0.2403.133 Mobile Safari/537.36

[REDACTED]

From:
Sent: September 9, 2016 07:28 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number: `

address:

city: `

province state:

postal code:

country: Canada

date_month: September

date_day: 08

date_year: 2016

time_hh:

time_mm

location: YVR International baggage carousel agress area

feedback: Dear Sir/Madam,

Because of the regular failure of CBSA to open a second exit lane promptly during busy times it has been normal for a mob to develop among the carousels.

CBSA could routinely conduct such an unprofessional operation.

how CBSA treats people like cattle

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64; Trident/7.0; rv:11.0) like Gecko

From: [REDACTED]
Sent: September 14, 2016 05:47 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: [REDACTED]

first name: [REDACTED]

family name: [REDACTED]

phone number: [REDACTED]

address: [REDACTED]

city: [REDACTED]

province state: [REDACTED]

postal code: [REDACTED]

country: [REDACTED]

time_contact-hh: 09:00

date_month: September

date_day: 13

date_year: 2016

time_hh: [REDACTED]

time_mm: [REDACTED]

location: Vancouver international airport

feedback: [REDACTED] asked
afew questions by officer [REDACTED] very nice officer polite and kind, [REDACTED]

[REDACTED]

2

PROTECTED A

professional. he was rude and in

Mr. Officer was a nice person.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 9_3_2 like Mac OS X) AppleWebKit/601.1.46 (KHTML, like Gecko) Version/9.0
Mobile/13F69 Safari/601.1

[REDACTED]

From:
Sent: September 22, 2016 06:56 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number

address: |

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: September

date_day: 22

date_year: 2016

time_hh:

time_mm:

location: Vancouver

feedback: Hi there.

His tone was a bit sharp.
that me asking was
taking up seconds of his time.

really that the tone is not needed and the comment that I had taken seconds of his time

re: customer service and tone.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_6) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/53.0.2785.116
Safari/537.36

From: [REDACTED]
Sent: September 23, 2016 02:51 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: compliment

email2: ,

first name:

family name:

phone number:

address:

city: ,

province state:

postal code:

country: l

date_month: September

date_day: 21

date_year: 2016

time_hh: ;

time_mm:

location: 113-5000 Miller Road Richmond BC V7B 1K6

service provider: Vancouver International Airport Passenger Operations

2

feedback: Dear Sir,

PROTECTED A

1
of the young officer,

the rudeness

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.3; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/53.0.2785.116 Safari/537.36

[REDACTED]

From:
Sent: September 25, 2016 06:03 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city: '

province state:

postal code:

country: canada

time_contact-hh: 17:00

date_month: September

date_day: 21

date_year: 2016

time_hh:

time_mm:

location: cbsa vancouver airport COMPLAINTSs

tracking form cargo number: Complaint

[REDACTED]

2

PROTECTED A

service provider: cbsa vancouver airport complaint

feedback:

No prominent display of I.D.on

agent.l

She told us to be quiet
special"and wanted to jump the queue. ,

was answered by "thinking we were

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; rv:49.0) Gecko/20100101 Firefox/49.0

[REDACTED]

From: [REDACTED]
Sent: September 26, 2016 06:05 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country: Canada

time_contact-hh: 15:00

date_month: September

date_day: 09

date_year: 2016

time_hh:

time_mm:

location: Vancouver airport

feedback:

'You're not the first in line you know," she said rudely. \

Again, very rudely, " you have to wait, we have requested that

a person be her and she will be her!
e soon

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 9_3_5 like Mac OS X) AppleWebKit/601.1.46 (KHTML, like Gecko) Version/9.0 Mobile/13G36
Safari/601.1

From: [REDACTED]
Sent: October 4, 2016 05:35 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address: .

city:

province state:

postal code:

country: Canada

time_contact-hh: 16:00

date_month: September

date_day: 22

date_year: 2016

time_hh: .

time_mm: (

location: Vancouver Airport

feedback:

– A male Immigration officer didn't care and just opened the bag and broke the zipper, as he was rough and uncaring. He searched rudely

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64; rv:49.0) Gecko/20100101 Firefox/49.0

From: [REDACTED]
Sent: October 4, 2016 05:37 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: I

family name:

phone number:

address:

city:

province state:

postal code:

country

time_contact-hh: 16:00

date_month: September

date_day: 22

date_year: 2016

time_hh:

time_mm:

location: Vancouver Airport

feedback:

2

PROTECTED A

The male Immigration Officer started yelling at me,

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64; rv:49.0) Gecko/20100101 Firefox/49.0

From:
Sent: October 4, 2016 05:38 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: I

phone number:

address:

city:

province state: I

postal code:

country:

time_contact-hh: 16:00

date_month: September

date_day: 22

date_year: 2016

time_hh:

time_mm:

location: Vancouver Airport

feedback:

– The Immigration Officer was yelling in my face

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64; rv:49.0) Gecko/20100101 Firefox/49.0

From: [REDACTED]
Sent: October 4, 2016 05:40 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country: I

time_contact-hh: 16:00

date_month: September

date_day: 22

date_year: 2016

time_hh: :

time_mm:

location: Vancouver Airport

feedback: I

2

PROTECTED A

– The abusive Immigration Officer who was the one to yell at me

The Immigration officers were

said “remember everything is going to stay here.”

I AM SEEKING FOR JUSTICE FOR THIS INCIDENT. ,
BAD

YOU ASSUMED I WAS

Thank-you,

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64; rv:49.0) Gecko/20100101 Firefox/49.0

[REDACTED]

From:
Sent: October 6, 2016 11:47 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: 1

family name:

phone number:

address:

city: :

province state:

postal code:

country:

date_month: October

date_day: 06

date_year: 2016

time_hh:

time_mm:

location: vancouver international airport

feedback:

2

PROTECTED A

WHAT HE DID DO WAS DELETE THE ENCRYPTION FILES

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.3; Trident/7.0; Touch; rv:11.0) like Gecko

[REDACTED]

From: Payette, Ryan on behalf of CBSA-ASFC_Appeals-Appels
Sent: October 12, 2016 10:14 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FW: 2016-10-04 Online submission has been processed

For your action.

Thanks

From: CBSA-ASFC_RCMS-SGRR
Sent: October 4, 2016 10:44 AM
To: CBSA-ASFC_Appeals-Appels
Subject: 2016-10-04 Online submission has been processed

RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

Launch RCMS Enforcement

Notification de **SGRR** Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous.

Ouvrir SGRR Exécution de la loi

fmrID: rcms2016b

2

PROTECTED A

date of action:

client type:

client first name:

client surname:

client address:

client city:

client country: |

client province/state:

client postal/zip code:

client phone number:

client phone number type:

detailsField: Date: October 2, 2016

questioning me

They did not believe me. They continued

At the meeting on August 4th I was questioned at length:

certificationField: yes

date submitted: 2016-10-02

language: english [language=1]

Submit: Submit

Mozilla/5.0 (Windows NT 6.3; Win64; x64; Trident/7.0; rv:11.0) like Gecko

[REDACTED]

From:
Sent: October 12, 2016 08:45 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state: I

postal code:

country:

time_contact-hh: 11:00

date_month: September

date_day: 10

date_year: 2016

time_hh:

time_mm:

location: Vancouver International Airport

service provider: CBSA customs officer

2
feedback:

PROTECTED A

The customs officer
was very rude and stand off-ish.

She

asked her usual questions with very straight face without smile

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; rv:48.0) Gecko/20100101 Firefox/48.0

[REDACTED]

From:
Sent: October 14, 2016 06:10 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country: I

time_contact-hh: 09:00

date_month: October

date_day: 13

date_year: 2016

time_hh:

time_mm:

location:

service provider: CBSA Agent

2

feedback:

PROTECTED A

gesture on the ground.
a rather aggressive tone.

walked passed us and made a spitting
a brief conversation in

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_0_2 like Mac OS X) AppleWebKit/602.1.50 (KHTML, like Gecko) Version/10.0
Mobile/14A456 Safari/602.1

[REDACTED]

From:
Sent: October 15, 2016 01:08 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country: I

time_contact-hh: 10:00

date_month: October

date_day: 31

date_year: 2015

time_hh:

time_mm:

location: Vancouver Airport

feedback:

2

uncalled for level of questions

PROTECTED A
your customs agent, subject to unusual, excessive and

I am displeased with the discourteous conduct in which I was greeted .

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_0) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/53.0.2785.143
Safari/537.36

[REDACTED]

From:
Sent: October 19, 2016 06:44 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: I

family name:

phone number:

address:

city: (

province state:

postal code:

country: Canada

time_contact-hh: 09:00

date_month: October

date_day: 18

date_year: 2016

time_hh: (

time_mm:

location: Vancouver International Airport

feedback: My complaint is in regard the attitude and tone of Officer [REDACTED] at Vancouver Airport and the fact that the self-service machines can't distinguish two traveler from the same family with the same name.

Not professional, rude, (was rude

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/46.0.2486.0
Safari/537.36 Edge/13.10586

[REDACTED]

From:
Sent: October 22, 2016 01:35 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country: |

time_contact-hh: 09:00

date_month: September

date_day: 20

date_year: 2016

time_hh: |

time_mm:

location: Vancouver

feedback: '
your passport and papers ready". |

He used a LOUD RUDE voice "Why aren't

He used an extremely rude pushy way in talking.

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 4.4.2; 4024E Build/KOT49H) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/53.0.2785.124 Mobile Safari/537.36

From:
Sent: October 27, 2016 10:43 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code: 5

country:

time_contact-hh: 13:00

date_month: October

date_day: 12

date_year: 2016

time_hh:

time_mm:

location: YVR International Airport

tracking form cargo number:

2

feedback: Dear Sir / Mdm,

PROTECTED A

the officer has rudely and giving us a stunned look, "No, I don't need you here." `

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko

[REDACTED]

From:
Sent: November 2, 2016 04:13 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: November

date_day: 01

date_year: 2016

time_hh:

time_mm:

location: 821 YVR Airport

feedback:

he returned he became aggressive.

The Canadian front line customs agents I delt with are arrogant.

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 10_0_2 like Mac OS X) AppleWebKit/602.1.50 (KHTML, like Gecko) Version/10.0
Mobile/14A456 Safari/602.1

[REDACTED]

From:
Sent: November 2, 2016 04:37 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: |

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

date_month: November

date_day: 01

date_year: 2016

time_hh:

time_mm: |

location: Nexus Interview location - YVR

tracking form cargo number: |

feedback:

2

PROTECTED A

interview agent but was confronted with 'attitude': 1

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Trident/7.0; rv:11.0) like Gecko

[REDACTED]

From:
Sent: November 15, 2016 03:11 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country

time_contact-hh: 17:00

date_month: November

date_day: 01

date_year: 2016

time_hh:

time_mm:

location: YVR - VANCOUVER INTERNATIONAL AIRPORT

feedback: To whom this may concern,

The officer that dealt with me was initially polite, he followed standard protocol asking typical questions.
The tone of his voice was intimidating and he insisted questioning me further,

give praise to the second officer for his professionalism and integrity throughout

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/54.0.2840.71 Safari/537.36

Payette, Ryan

From:
Sent: November 18, 2016 08:00 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: November

date_day: 16

date_year: 2016

time_hh:

time_mm:

location: YVR

service provider: CBSA

feedback: Complaint re: Officer [REDACTED] at YVR.

[REDACTED] he became agitated and his tone changed.

[REDACTED] he grew more agitated and continued his behavior of muttering, "Oh my god." and "Unbelievable." looking away agitated and clenching his jaw rolling his eyes in a frustrated dramatic way that was almost comical.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_4) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/50.0.2661.94
Safari/537.36

PROTECTED A

From: [REDACTED]
Sent: November 21, 2016 06:12 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: [REDACTED]

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

date_month: October

date_day: -

date_year: -

time_mm: - mm -

location: vancouver airport

feedback:

PROTECTED A

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/54.0.2840.99 Safari/537.36

Payette, Ryan

From: Honcoop, Lynn
Sent: November 28, 2016 02:51 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject:
Attachments: Online submission has been processed

Please find attached an appeal letter that also contains a complaint.

Lynn Honcoop

Thank you,

Appeals Processing Assistant, Operational Support Unit, Recourse Directorate
Canada Border Services Agency / Government of Canada
lynn.honcoop@cbsa-asfc.gc.ca

Ajointe aux traitements des appels, Unité de soutien opérationnel, Direction des recours
Agence des services frontaliers du Canada / Gouvernement du Canada
lynn.honcoop@cbsa-asfc.gc.ca

Payette, Ryan

From:
Sent: November 28, 2016 05:40 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city: .

province state

postal code:

country:

time_contact-hh: 17:00

date_month: August

date_day:

date_year:

time_mm: - mm -

location: Vancouver airport

feedback:

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_0_2 like Mac OS X) AppleWebKit/602.1.50 (KHTML, like Gecko) Version/10.0
Mobile/14A456 Safari/602.1

Payette, Ryan

From:
Sent: November 28, 2016 06:30 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW

frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom: |

nom de famille:

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays:

time_contact-hh: 09:00

date_jour: 24

date_mois: novembre

date_annee: 2016

temp_hh:

temp_mm:

lieu: Vancouver (YVR)

numero de suivi-formulaire-fret: |

fournisseur de service:

fouiller , Elle me menace de me faire

attestation: yes

Submit: Soumettre

Mozilla/5.0 (iPad; CPU OS 10_0_2 like Mac OS X) AppleWebKit/600.1.4 (KHTML, like Gecko) GSA/20.3.136880903
Mobile/14A456 Safari/600.1.4

Payette, Ryan

From: CBSA-ASFC_RCMS-SGRR
Sent: November 29, 2016 08:13 PM
To: CBSA-ASFC_Appeals-Appels; CBSA-ASFC_RCMS-SGRR
Subject: Online submission has been processed

Follow Up Flag: Follow up
Flag Status: Completed

RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

[Launch RCMS Enforcement](#)

Notification de **SGRR** Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous.

[Ouvrir SGRR Exécution de la loi](#)

fmrID: rcms2016b

date of action: 2016-11-12

client type:

client first name:

client surname:

client address:

client city: '

client country: ('

client province/state: ('

client postal/zip code:

client phone number:

client phone number type:

representation:

detailsField: To whom it may concerned:

by the officer's attitude.

the aggressive attitude of the officer cannot be accepted,

certificationField: yes

date submitted: 2016-11-29

language: english [language=1]

Submit: Submit

Mozilla/5.0 (Windows NT 10.0) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/45.0.2454.101 Safari/537.36

Payette, Ryan

From: Ryan Payette
Sent: December 11, 2016 07:31 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: November

date_day: 26

date_year: 2016

time_hh:

time_mm: 1

location: Vancouver Airport

feedback:

quit acting like bullies and just do what they need to do quickly,
efficiently and without attitude (they don't seem very happy). . . if these customers officers
were trained to have better people/communication skills.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/54.0.2840.99 Safari/537.36

[REDACTED]

From:
Sent: December 20, 2016 08:29 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

identification: victim

confirm:

first_name:

family_name:

phone:

address:

city:

province_state: l

postal_zip:

country:

time_hh: 12

time_mm: 20

staff_contact:

date_month: December

date_day: 18

date_year: -

time_mm2: - mm -

information: on

location: Vancouver Canada

feedback:

His demeanor was hostile

2

and very arrogant, his approach as routine check,

PROTECTED A

It was very rude,

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/55.0.2883.87 Safari/537.36

[REDACTED]

From: Argue, Sydney
Sent: December 21, 2016 06:28 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes; PAC-Dist_CBSA_333Dunsmuir_
Complaints Unit
Subject:
Attachments:

Categories: Yellow Category

Good afternoon,

Please assign a CFN to this file.

Thank you,

Sydney Argue

Executive Assistant, Corporate and Program Services
Canada Border Services Agency / Government of Canada
sydney.argue@cbsa-asfc.gc.ca / Tel: 604-775-6720 / TTY: 866-335-3237

Adjointe exécutif, Division des services corporatifs et des programmes
Agence des services frontaliers du Canada / Gouvernement du Canada
sydney.argue@cbsa-asfc.gc.ca / Tél. : 604-775-6720 / ATS : 866-335-3237

From: Holtan, Deborah
Sent: December 21, 2016 9:05 AM
To: PAC-Dist_CBSA_333Dunsmuir_ Complaints Unit
Subject: FW: re YVR Issue

Good day,

Please request a CFN of the following correspondence.

Deborah Holtan

Regional Program Officer, Operations Branch
Canada Border Services Agency / Government of Canada
deborah.holtan@cbsa-asfc.gc.ca / Tel. : 604-666-6151 / TTY: 866-335-3237

Agente régionale de programme, Direction générale des opérations
Agence des services frontaliers du Canada / Gouvernement du Canada
deborah.holtan@cbsa-asfc.gc.ca Tél. : 604-666-6151 / ATS : 866-335-3237

From:
Sent: December 16, 2016 11:11 AM
To:
Subject: re YVR Issue

I know very well that CBSA officers have an important job screening visitors in often difficult circumstances.
CBSA officers should be respectful in their dealings with applicants and not make disparaging remarks

1

PROTECTED A

Hello

He was basically 'interrogated' with a very threatening tone.

PROTECTED A

From: [REDACTED]
Sent: December 30, 2016 11:14 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 14:00

date_month: December

date_day: 29

date_year: 2016

time_hh:

time_mm:

location: Vancouver airport

tracking form cargo number:

PROTECTED A

service provider: I

feedback: Hi.

received nothing but amazing
politeness and great customer service from the airport staff and customs.

I continued to hear the
two officers mimick what I had said and laugh over it.

they were bored and having a laugh with one
another.

I would have thought, giving the situation, that they would have behaved professionally and should have been
sympathetic to the fact t

The point of my complaint is just merely to consider how some of the staff are behaving and treating customers.

certification: yes

PROTECTED A

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_2 like Mac OS X) AppleWebKit/602.3.12 (KHTML, like Gecko) Version/10.0
Mobile/14C92 Safari/602.1

From: [REDACTED]
Sent: December 31, 2016 02:25 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: \

phone number: (

address:

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: January

date_day: 25

date_year: 2016

time_mm: 00

location: AOE/125) Vancouver International Airport Passenger Operations

tracking form cargo number:

service provider: n/a

2
feedback:
December 31, 2016

PROTECTED A

custom border officer neglected to stamp my passport

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/46.0.2486.0
Safari/537.36 Edge/13.10586

[REDACTED]

From:
Sent: January 1, 2017 08:20 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city: '

province state: '

postal code:

country: '

time_contact-hh: 11:00

date_month: January

date_day: 01

date_year: -

time_hh:

time_mm:

location: Vancouver international airport arrivals hall

feedback:

became aggressive and asked pointedly if I had a problem He then

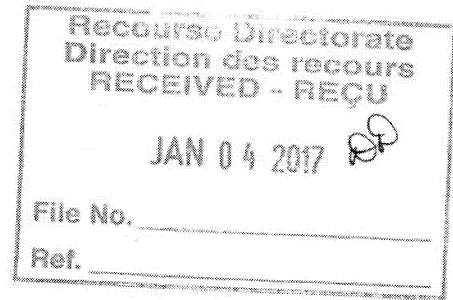
The agent who was checking forms before the baggage carousels was aggressive, insulting and made threats.

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 6.0.1; A0001 Build/MHC19Q) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/55.0.2883.91 Mobile Safari/537.36

Recourse Directorate
Canada Border Services Agency



To whom it may concern:

I am writing to voice my displeasure at my treatment by a border officer.

and he replied sternly that he was "not doing a dance"!

but his reprimand

This was not at all the courteous service CBSA claims to provide.

[REDACTED]

From:
Sent: January 6, 2017 01:55 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 13:00

date_month: December

date_day: 03

date_year: 2016

time_hh:

time_mm:

location: YVR International Arrivals

feedback: RE: Traveller

One officer was very aggressive, abusive :

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/55.0.2883.87 Safari/537.36

From:
Sent: January 12, 2017 03:55 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

date_month: February

date_day: 01

date_year: 2016

time_hh:

time_mm:

location: Vancouver

feedback:

The employees asked questions that were invasive, accused me of

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_10_5) AppleWebKit/602.3.12 (KHTML, like Gecko) Version/10.0.2
Safari/602.3.12

[REDACTED]

From:
Sent: January 13, 2017 12:17 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: I

family name:

phone number:

address:

city:

province state: I

postal code:

country:

date_month: January

date_day: 12

date_year: -

time_hh:

time_mm:

location: YVR Airport - Customs Declaration Desk

service provider: Customs & Immigration Officer

feedback: Dear Sir/Madam,

2

PROTECTED A

the harsh attitude of one of your customs officer,

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/52.0.2743.116
Safari/537.36

[REDACTED]

From:
Sent: January 13, 2017 05:50 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country: (

time_contact-hh: 17:00

date_month: January

date_day: 17

date_year: 2017

time_hh:

time_mm:

location: Vancouver International Airport

feedback: |

2

PROTECTED A

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 10_1_1 like Mac OS X) AppleWebKit/602.2.14 (KHTML, like Gecko) Version/10.0
Mobile/14B100 Safari/602.1

From: [REDACTED]
Sent: January 17, 2017 11:29 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: `

first name:

family name:

phone number: `

address:

city:

province state:

postal code:

country:

date_month: January

date_day: 17

date_year: 2017

time_hh:

time_mm:

feedback: `

He was suddenly irritated

2

PROTECTED A

Also he sarcastically and rudely said that

the disrespectful manner and his RUDE behavior

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_2 like Mac OS X) AppleWebKit/602.3.12 (KHTML, like Gecko) Version/10.0
Mobile/14C92 Safari/602.1

[REDACTED]

From: -
Sent: January 22, 2017 04:47 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city: '

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: January

date_day: 12

date_year: 2017

time_hh: .

time_mm

location: YVR

feedback: |

The guard was not rude,

2

but she was patronizing.

PROTECTED A

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_2 like Mac OS X) AppleWebKit/602.3.12 (KHTML, like Gecko) Version/10.0
Mobile/14C92 Safari/602.1

[REDACTED]

From:
Sent: January 30, 2017 01:16 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: January

date_day: 21

date_year: 2017

time_hh:

time_mm:

location: Vancouver International airport

feedback: To whom it may concern:

Order against me,

the immigration officer made an

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.3; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/55.0.2883.87 Safari/537.36

[REDACTED]

From:
Sent: February 2, 2017 07:48 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: compliment

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: January

date_day: 13

date_year: 2017

time_hh:

time_mm:

location: Vancouver International Airport

feedback: Hello Sir/ Madam.

He then kept me waiting for half an hour. He then came back and said he has to take my mobile, and that if there is something on it that I should tell him before he does.

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 6.0.1; SAMSUNG SM-N910F Build/MMB29M) AppleWebKit/537.36 (KHTML, like Gecko)
SamsungBrowser/4.0 Chrome/44.0.2403.133 Mobile Safari/537.36

[REDACTED]

From:
Sent: February 7, 2017 06:13 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number: `

address:

city:

province state:

postal code:

country:

date_month: January

date_day: 17

date_year: 2017

time_hh:

time_mm:

location: Vancouver International Airport

service provider: Canadian Border Service

exchange with one Customs person was not respectful
is offended that this language was used.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/55.0.2883.87 Safari/537.36

[REDACTED]

From:
Sent: February 8, 2017 07:42 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: January

date_day: 23

date_year: 2017

time_hh:

time_mm:

location: Vancouver International Airport

feedback:

was detained by officer [REDACTED] in a most unprofessional manner,

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/55.0.2883.87
Safari/537.36

[REDACTED]

From: [REDACTED]
Sent: February 14, 2017 07:50 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

identification: victim

confirm:

first_name:

family_name:

phone:

address:

city: I

province_state:

postal_zip:

country:

time_hh: 12

time_mm: 00

date_month: February

date_day: 07

date_year: -

time_hh2:

time_mm2: 00

information: on

location: Vancouver International Airport (YVR)

feedback:

The treatment I received from this officer was good.

My appreciation and gratitude to the agents from whom I received a good amount

They give me an order,

certification: yes

Submit: Envier

Mozilla/5.0 (Windows NT 6.1) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/56.0.2924.87 Safari/537.36

From: CBSA-ASFC_CONTACT
Sent: February 21, 2017 11:23 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject:

Hello Complaints Unit,

Client complaint for your action.

We will close this transaction on our end.

Thank you,
David Lamoureux

A/Technical Advisor, Border Information Services and Contact Us
Canada Border Services Agency / Government of Canada
david.lamoureux@cbsa-asfc.gc.ca / Tel 1-204-983-3413 / TTY: 866-335-3237

Conseiller Technique/I, Service d'information sur la frontière et Contactez-nous
Agence des services frontaliers du Canada / Gouvernement du Canada
david.lamoureux@cbsa-asfc.gc.ca / Tél 1-204-983-3413 / ATS: 866-335-3237

From:
Sent: February 20, 2017 3:52 PM
To: contact@cbsa.gc.ca
Subject:

Hello

I The officer called me at one point and said that because the Visa requirement was lifted that they are scrutinizing

The CBS officer proceeded to interrogate him

PROTECTED A

From: [REDACTED]
Sent: February 24, 2017 11:46 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address: :

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: February

date_day: 23

date_year: 2017

time_hh: (

time_mm: .

location: Vancouver international air port

PROTECTED A

service provider: Crossing immigration counter service

feedback: Hello there,

The officer although being rude and stern with his voice, started off by asking questions that
of his job;

are a part

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_2_1 like Mac OS X) AppleWebKit/602.4.6 (KHTML, like Gecko) Version/10.0
Mobile/14D27 Safari/602.1

Mcphail, Marshall

From:
Sent: February 27, 2017 05:05 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 16:00

date_month: February

date_day: 27

date_year: 2017

time_hh:

time_mm:

location: YVR airport - Richmond Canada

service provider: Canada Border Service Agent

2
feedback:

PROTECTED A

As I was walking past the gentlemen one of your employees felt it was
necessary to say — ,

The comment he made was not only un-acceptable but it was
harassment and discrimination

Thank you

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_12_3) AppleWebKit/602.4.8 (KHTML, like Gecko) Version/10.0.3
Safari/602.4.8

[REDACTED]

From:
Sent: February 28, 2017 01:47 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: |

phone number:

address:

city

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: February

date_day: 10

date_year: 2017

time_hh: |

time_mm: |

location: Vancuber

2

PROTECTED A

feedback:

3

PROTECTED A

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_2_1 like Mac OS X) AppleWebKit/602.4.6 (KHTML, like Gecko) Version/10.0
Mobile/14D27 Safari/602.1

Payette, Ryan

From:
Sent: March 1, 2017 11:10 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name: l

family name: f

phone number:

address:

city:

province state:

postal code:

country: l

time_contact-hh: 11:00

date_month: July

date_day: 24

date_year: 2016

time_hh:

time_mm:

location: Vancouver

feedback:

of questions

Eventually an agent interrogated me and asked lots

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_12_0) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/56.0.2924.87
Safari/537.36

[REDACTED]

From:
Sent: March 27, 2017 12:49 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: :

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: January

date_day: 15

date_year: 2017

time_hh:

time_mm:

location: Yvr

feedback:

2

PROTECTED A

this is not . Officer quickly and rudely advised : !
we do things differently here.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 9_3_2 like Mac OS X) AppleWebKit/601.1.46 (KHTML, like Gecko) Version/9.0
Mobile/13F69 Safari/601.1

[REDACTED]

From:
Sent: March 28, 2017 01:22 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city: !

province state:

postal code:

country: l

time_contact-hh: 09:00

date_month: March

date_day: 26

date_year: 2017

time_hh:

time_mm:

location: Passport control

2

PROTECTED A

service provider: Passport Control - Canada Border Services Agency

feedback:

The level of rudeness
inappropriate, and unprofessional. I

was

Not only was the questioning inappropriate, but the tone in which the questions were
asked was hostile, rude, and extremely unprofessional.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/51.0.2704.79
Safari/537.36 Edge/14.14393

Payette, Ryan

From:
Sent: June 19, 2017 07:27 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number

address:

city:

province state: (

postal code:

country:

time_contact-hh: 10:00

date_month: June

date_day: 19

date_year: 2017

time_hh: (

time_mm:

location: Airlines entrance

feedback: I

there was one security border guard who refused to listen to me

and who was very rude

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/58.0.3029.110
Safari/537.36

Payette, Ryan

From:
Sent: June 20, 2017 10:50 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: I

family name:

phone number:

address: !

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: May

date_day: 24

date_year: 2017

time_hh:

time_mm:

location: CBSA office Vancouver International Airport, 5000 Miller Rd., #113 Richmond, BC., CA., V7B1K6

feedback: complaining to the officer working for
CBSA office located in Vancouver International Airport.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/58.0.3029.110
Safari/537.36

Payette, Ryan

From:
Sent: October 13, 2017 01:41 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number

address:

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: October

date_day: 09

date_year: 2017

time_hh:

time_mm:

location: Vancouver International Airport

feedback:

the searching was being undertaken, another officer took my passport away

Whilst

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_3_3 like Mac OS X) AppleWebKit/603.3.8 (KHTML, like Gecko) Mobile/14G60

Payette, Ryan

From: Ryan Payette
Sent: October 18, 2017 05:15 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: (

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: October

date_day: 06

date_year: 2017

time_hh:

time_mm:

location: YVR - Vancouver airport

service provider:

feedback: ,

were questioned intensively

Additionally, security asked them to unlock their phones and checked their photos and their Whatsapp messages!!!

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_6) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/61.0.3163.100
Safari/537.36

Payette, Ryan

From:
Sent: December 31, 2017 11:44 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: `

first name:

family name:

phone number: `

address:

city:

province state: l

postal code: `

country: f

time_contact-hh: 09:00

date_month: December

date_day: 23

date_year: 2017

time_hh:

time_mm: `

location: YVR

feedback: `

unacceptable. taking advantage of ones position and being rude is

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 7.0; SM-G950W Build/NRD90M) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/63.0.3239.111 Mobile Safari/537.36
vnt1173121356

Payette, Ryan

From:
Sent: January 3, 2018 11:53 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2

first name:

family name:

phone number:

address:

city:

province state: l

postal code: '

country:

time_contact-hh: 13:00

date_month: January

date_day: 03

date_year: -

time_hh:

time_mm: .

location: Vancouver Airport

feedback: Hello,

. The agent refused to stamp my passport and explained that they only stamp visitors' passports who are staying in Canada for up to 6 months.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.84
Safari/537.36
vnt1173121356

Payette, Ryan

From:
Sent: January 12, 2018 12:48 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

identification: :

confirm

first_name:

family_name: I

phone:

address:

city:

province_state: I

postal_zip:

country: I

time_hh: 17

time_mm: 00

staff_contact: YVR CBS officers

date_month: January

date_day: 11

date_year: -

time_hh:

time_mm

information: on

participation: on

protection: on

location: Vancouver, YVR

feedback:

They also spoke to me in a very condescending way.

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 4.4.2; A1-840FHD Build/KOT49H) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/63.0.3239.111 Safari/537.36
vnt1173121356

Mcphail, Marshall

From:
Sent: January 25, 2018 02:02 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: January

date_day: 18

date_year: 2018

time_hh:

time_mm:

location: YVR CUSTOMS ENTRY

2

PROTECTED A

service provider: CUSTOMS/IMMIGRATION

feedback:

I was pulled aside r

The officer then became agitated with me and

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.132
Safari/537.36
vnt1173121356

Payette, Ryan

From:
Sent: January 31, 2018 09:26 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 16:00

date_month: January

date_day: 18

date_year: 2018

time_hh:

time_mm:

location: Vancouver International Airport

service provider:

feedback:

Upon arriving at the Vancouver airport the migration agents after waiting more than 6 hours and being with them,

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_3_3 like Mac OS X) AppleWebKit/603.1.30 (KHTML, like Gecko)
CriOS/64.0.3282.112 Mobile/14G60 Safari/602.1
vnt1173121356

Payette, Ryan

From:
Sent: February 6, 2018 05:58 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: '

phone number:

address: '

city:

province state:

postal code:

country: '

time_contact-hh: 10:00

date_month: February

date_day: 06

date_year: 2018

time_hh:

time_mm:

location: YVR vancouver AIRPORT

service provider: Immgration office

feedback

immediately shows a very rude attitude.

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 7.1.1; F8132 Build/41.2.A.7.76) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/58.0.3029.83 Mobile Safari/537.36
vnt1173121356

Payette, Ryan

From:
Sent: February 7, 2018 11:13 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: November

date_day: 18

date_year: 2017

time_hh:

time_mm:

location: vancouver

service provider:

feedback: |

held me at customs for five hours.

Five hours in customs is not necessary

asking me things

He was done his search

and he kept

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.132 Safari/537.36
vnt1173121356

Payette, Ryan

From: Ryan Payette
Sent: February 7, 2018 11:18 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: I

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 15:00

date_month: December

date_day: 16

date_year: 2017

time_hh:

time_mm:

location: vancouver

feedback:

he keep asking me questions

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.132
Safari/537.36
vnt1173121356

Payette, Ryan

From:
Sent: February 7, 2018 11:23 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: I

phone number:

address:

city:

province state:

postal code:

country: Canada

time_contact-hh: 15:00

date_month: December

date_day: 17

date_year: 2018

time_hh:

time_mm:

location: vancouver

feedback:

was interrogated for over five hours

a series of bizarre questions about

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.132
Safari/537.36
vnt1173121356

Payette, Ryan

From:
Sent: February 7, 2018 11:25 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: |

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country: Canada

time_contact-hh: 15:00

date_month: December

date_day: 17

date_year: 2017

time_hh: |

time_mm: |)

location: vancouver

feedback:

cease

this harassment and lengthily and excessive interrogation

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.132
Safari/537.36
vnt1173121356

Payette, Ryan

From:
Sent: February 27, 2018 12:42 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country: Canada

time_contact-hh: 11:00

date_month: April

date_day: 05

date_year: 2018

time_hh:

time_mm:

location: Vancouver arrivals.international

feedback:

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 6.0; CAM-L03 Build/HUAWEICAM-L03) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/64.0.3282.137 Mobile Safari/537.36
vnt1173121356

Payette, Ryan

From:
Sent: February 14, 2018 03:05 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name:

phone number:

address:

city

province state:

postal code:

country: (

time_contact-hh: 16:00

date_month: June

date_day: 05

date_year: 2018

time_hh:

time_mm:

location: vancouver international arrivals

service provider:

feedback:

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.132
Safari/537.36
vnt1173121356

Payette, Ryan

From:
Sent: February 10, 2018 03:03 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: February

date_day: 08

date_year: 2018

time_hh:

time_mm:

location: Vancouver International Airport Passanger Operation

feedback:

They

refused to give support.

the manners of those unprofessional attendants.

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 7.1.1; SM-N9500 Build/NMF26X) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/64.0.3282.137 Mobile Safari/537.36
vnt1173121356

feedback:

car to block one of the employees

The CBSA officer used his

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 5.1; WOW64; rv:40.0) Gecko/20100101 Firefox/40.0
vnt1173121356

Payette, Ryan

From:
Sent: March 10, 2018 08:49 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number: :

address

city:

province state:

postal code:

country:

time_contact-hh: 16:00

date_month: July

date_day: 03

date_year: 2017

time_hh: (

time_mm:

location: YVR Airport

feedback:

unprofessional asked me series of questions

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64; rv:57.0) Gecko/20100101 Firefox/57.0
vnt1173121356

PROTECTED A

From: GTAR Correspondence RDGO / RGT Correspondance BDGR (CBSA/ASFC)
Sent: February 27, 2017 11:08 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Cc: GTAR Correspondence RDGO / RGT Correspondance BDGR (CBSA/ASFC)
Subject: New complaint
CFN please

From: Chan, WilliamW
Sent: February 21, 2017 7:35 AM
To: Chamieh, Elie
Cc: Karsakis, Tina; Maric, John; Saxby, Luisa
Subject: Fw: Arrival terminal 3

Elie,

Would you be able to start our process on this incident?

Thank you.

Will

Sent from my BlackBerry 10 smartphone on the Rogers network.

From: Goodlet, Kirk <Kirk.Goodlet@gtaa.com>
Sent: Monday, February 20, 2017 11:48 AM
To: Karsakis, Tina; Chan, WilliamW; Maric, John; Saxby, Luisa
Cc: Puster, Maria
Subject: Fwd: Arrival terminal 3

Good morning all,

Please see the below complaint from a passenger traveling

Regards,

Kirk W. Goodlet
Manager, Border Services Programs
Greater Toronto Airports Authority (GTAA)
Customer & Terminal Services
Office: [416-776-9022](tel:416-776-9022) Mobile:

In support of our ISO 14001 program, please avoid printing e-mails whenever possible.

Begin forwarded message:

1
PROTECTED A

From: Greater Toronto Airports Authority <customer_service@gtaa.com>
Date: February 20, 2017 at 11:40:36 EST
To: "Puster, Maria" <maria.puster@gtaa.com>, Kirk Goodlet <kirk.goodlet@gtaa.com>
Subject: Fwd: Arrival terminal 3
Reply-To: Greater Toronto Airports Authority <customer_service@gtaa.com>

Hi ,
Please see the comments below. I will send CBSA contact details.

Thank you,

Dragana

On Mon, 20 Feb at 4:32 AM , I
On Saturday Feb 18/17

wrote:

Then one of the male officers started yelling at me

Payette, Ryan

From:
Sent: March 20, 2018 04:48 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address

city:

province state:

postal code:

country: ' '

time_contact-hh: 11:00

date_month: March

date_day: 11

date_year: 2018

time_hh:

time_mm

location: yvr

feedback: Hello,

There was a lot "sit down", "go there" "don't come here" "do not stand here"

It really really was rude ;

2
the agents at the from checking passports who had to greet so many people were wonderful

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/64.0.3282.186
Safari/537.36
vnt1173121356

Payette, Ryan

From:
Sent: March 22, 2018 02:38 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city: !

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: March

date_day: 20

date_year: 2018

time_hh:

time_mm:

location: YVR

service provider:

feedback:

the immigration line was particularly slow, !
He appeared annoyed
re asked me what brought me to Canada, again in a very rude and short
manner. in a very rude manner with his face all frowned up,

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.84
Safari/537.36
vnt1173121356

Mcphail, Marshall

From:
Sent: March 29, 2018 06:42 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: I

family name:

phone number:

address:

city:

province state: I

postal code: '

country:

time_contact-hh: 17:00

date_month: March

date_day: 27

date_year: 2018

time_hh:

time_mm:

location: YVR Airport

feedback:
During the screening process at the hands of a rather aggressive officer which took almost 3 hours

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_13_3) AppleWebKit/604.5.6 (KHTML, like Gecko) Version/11.0.3
Safari/604.5.6
vnt1173121356

1

PROTECTED A

From:
Sent: February 28, 2017 11:18 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: |

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: February

date_day: 27

date_year: 2017

time_hh:

time_mm

location: Lester Pearson Airport - Terminal 3

feedback:

1

2
things easie

PROTECTED A

The introduction of automatic screening for Canadian and US Citizens did not make

An airport employee refused direct entry to the visitor/goods to declare line.

She did not provide any information regarding the complaint process CBSA has available.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/56.0.2924.87 Safari/537.36

Mcphail, Marshall

From:
Sent: April 1, 2018 02:33 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: comment

email2:

first name:

family name:

phone number:

address:

city: ''

province state:

postal code: ''

country:

time_contact-hh: 11:00

date_month: March

date_day: 21

date_year: 2018

time_hh:

time_mm: 1

location: Yvr

feedback: ''

The female customs officer was also very rude t

certification: yes

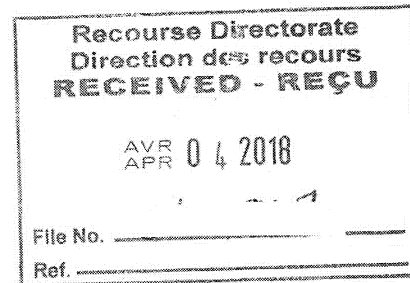
Submit: Submit

Mozilla/5.0 (iPad; CPU OS 11_2_6 like Mac OS X) AppleWebKit/604.1.34 (KHTML, like Gecko) CriOS/65.0.3325.152
Mobile/15D100 Safari/604.1
vnt1173121356

1

PROTECTED A

March 27 , 2018



Jeffrey Strickland

Senior Program Advisor

Recourse Directorate

Dear Mr.Strickland

On Sunday March 25 , 2018 , again
another INHUMANITY , IMPOLITE behavior , I did see from your Boarder Agency officers in
Vancouver

1-The officers are offensive , impolite and churlish

2

PROTECTED A

Mcphail, Marshall

From:
Sent: April 13, 2018 12:13 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state: (

postal code:

country: (

time_contact-hh: 14:00

date_month: April

date_day: 05

date_year: 2018

time_hh: :

time_mm: (

location: YVR,Vancouver International Airport

2

PROTECTED A

feedback:

A CBSA officer stopped us and begun asking questions, That officer interrogated us for almost four hours questioning our reason for visiting Vancouver,

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/58.0.3029.110
Safari/537.36 Edge/16.16299
vnt1173121356

Mcphail, Marshall

From:
Sent: April 20, 2018 01:15 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city: !

province state:

postal code:

country:

date_month: January

date_day: 21

date_year: 2018

time_hh:

time_mm:

location: yvr

feedback:

The first [REDACTED] cbsa officer that I interacted with, remained calm, professional and directed me to wait for inspection

Shortly thereafter [REDACTED] approached me in an extremely hostile and aggressive manner. [REDACTED] was rude, confrontational and unprofessional! [REDACTED] repeatedly attempted to orchestrate a physical escalation and intimate me, in vain.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/65.0.3325.181
Safari/537.36
vnt1173121356

Mcphail, Marshall

From:
Sent: April 21, 2018 04:53 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: comment

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: April

date_day: 14

date_year: 2018

time_hh:

time_mm:

location: Vancouver Airport border

service provider

2

PROTECTED A

feedback:

. The immigration official in the Nexus lane was absolutely infuriated

grabbed

the paper out

and yelled

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/58.0.3029.110
Safari/537.36 Edge/16.16299
vnt1173121356

Payette, Ryan

From:
Sent: April 22, 2018 08:05 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: April

date_day: 10

date_year: 2018

time_hh: 1

time_mm: 1

location: Vancouver airpoet

feedback:

going to jail

His tone was that of “you’re

. . . The agent sternly talked to us which wasn’t deserved.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 11_3 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/11.0
Mobile/15E148 Safari/604.1
vnt1173121356

Payette, Ryan

From:
Sent: April 23, 2018 05:25 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: `

family name

phone number:

address:

city: l

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: April

date_day: 20

date_year: 2018

time_hh:

time_mm:

location: YVR

service provider: Border Agents

feedback:

what ended up bring more than 4 hours of hell t

many occasions rudely telling people to 'sit down and shut up'. Or yelling at people him on

As I said before this went on for over 4hours.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_13_4) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/11.1
Safari/605.1.15
vnt1173121356

Mcphail, Marshall

From:
Sent: April 24, 2018 05:43 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state

postal code:

country:

time_contact-hh: 13:00

date_month: April

date_day: 22

date_year: 2018

time_hh: |

time_mm

location: YVR

service provider: CBSA

2

feedback:
breaching privacy..

has tagged me

PROTECTED A

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 11_3 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/11.0
Mobile/15E148 Safari/604.1
vnt1173121356

Payette, Ryan

From:
Sent: April 28, 2018 10:04 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number: -

address: ;

city: l

province state:

postal code: -

country:

time_contact-hh: 10:00

date_month: April

date_day: 20

date_year: 2018

time_hh:

time_mm:

location: Immigration Vancouver Airport

feedback: Dear CBSA,

a formal complaint regarding the attitude of one of your staff members handling immigration at Vancouver International Airport. '

She then grew extremely angry and berated me

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/65.0.3325.181
Safari/537.36
vnt1173121356

Payette, Ryan

From:
Sent: May 4, 2018 04:22 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: I

first name: I

family name:

phone number:

address:

city: '

province state

postal code:

country:

time_contact-hh: 12:00

date_month: May

date_day: 03

date_year: 2018

time_hh: '

time_mm:

location: YVR

feedback: Dear CBSA,

. She was dismissive, unclear in her instruction,

help c

His tone was condescending and rude, and he did not offer any

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 11_3 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/11.0
Mobile/15E148 Safari/604.1
vnt1173121356

Payette, Ryan

From:
Sent: May 7, 2018 04:28 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: April

date_day: 29

date_year: 2018

time_hh:

time_mm:

location: YVR AIRPORT

service provider:

feedback: I

customs officer proceeded to berate

Upon arriving a

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko
vnt1173121356

Ellis, Jeff

From:
Sent: May 18, 2018 11:03 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city

province state: f

postal code

country: (

date_month: May

date_day: 17

date_year: 2018

time_hh: :

time_mm:

location: YVR international departure gate

feedback:

hrew me on ground yelling dont resist.

agents tried to provoke me and were unprofessional.

CBSA agents

loved this and were laughing.

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 7.0; SM-G930W8 Build/NRD90M) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/66.0.3359.158 Mobile Safari/537.36
vnt1173121356

Ellis, Jeff

From:
Sent: May 21, 2018 02:20 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: April

date_day: 15

date_year: 2018

time_hh:

time_mm: :

location: Vancouver International Airport

feedback: Good day:

When I arrived at the Vancouver international I was questioned as to how long was I gone, what was the purpose of my trip, where had I been, who I met/contacted, how long had I known them, how did I meet them, etc.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/66.0.3359.181
Safari/537.36
vnt1173121356

Son, Kyung-Ok

From:
Sent: May 22, 2018 06:30 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 14:00

date_month: May

date_day: 12

date_year: 2018

time_hh: :

time_mm:

location: Vancouver

- -

2

PROTECTED A

feedback: To whom it may concern

I was questioned

documents, and with my cell phone

After reviewing my

aggressive.

he started to raise his voice in a tone more

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/66.0.3359.181
Safari/537.36
vnt1173121356

Payette, Ryan

From:
Sent: May 26, 2018 11:04 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: May

date_day: 26

date_year: 2018

time_hh:

time_mm:

location: Vancouver Airport

feedback: the officer was very rude

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 11_4 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/11.0 Mobile/15E148
Safari/604.1
vnt1173121356

PROTECTED A

From:
Sent: March 1, 2017 06:22 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: '

first name: '

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: June

date_day: 21

date_year: 2015

time_hh: '

time_mm:

location: Pearson Airport terminal 3

feedback: I am writting to complain :

officer at the

PROTECTED A airport have dedicated their time to insult me and call me all sorts of names

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 6.0.1; STV100-4 Build/MMB29M) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/56.0.2924.87 Mobile Safari/537.36

Payette, Ryan

From:
Sent: May 30, 2018 08:52 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city: .

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: May

date_day: 26

date_year: 2018

time_hh: .

time_mm:

location: YVR

feedback: was using her position as an officer to justify for her rude and unnecessary

behaviour/comments.

officer thought it was ok to make rude comments about my home country, and about my source of income.

her manner, facial expression and tone of voice. It was obvious that she enjoyed talking down to me and using her role to power over me.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 11_3 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/11.0
Mobile/15E148 Safari/604.1
vnt1173121356

Payette, Ryan

From:
Sent: June 5, 2018 02:24 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: June

date_day: 01

date_year: 2018

time_hh:

time_mm:

location: Vancouver

feedback: To whom it may concern,

The official
incredibly professional and respectful, she's an example that should be followed,
officer who talked to me as if I were subhuman, lacking any respect

that processed me was
she called another

He is disrespectful, obtuse and retrograde

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64; rv:60.0) Gecko/20100101 Firefox/60.0
vnt1173121356

Payette, Ryan

From:
Sent: June 12, 2018 07:00 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: (

family name:

phone number: (

address:

city: (

province state:

postal code:

country:

time_contact-hh: 15:00

date_month: May

date_day: 30

date_year: 2018

time_hh:

time_mm: (

location:

feedback:

Before sitting down at the table, female officer picked up litter that was left on the top of the

table, sat down, and threw that piece of paper behind herself on the floor.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 11_4 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/11.0
Mobile/15E148 Safari/604.1
vnt1173121356

Payette, Ryan

From:
Sent: March 3, 2017 01:02 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: March

date_day: 01

date_year: 2017

time_hh: |

time_mm:

location: Toronto Pearson Airport, Terminal 3, Arrivals Line for Visitors (Canada Customs)

feedback: Dear CBSA,

The man continued to repeat the same question, in English, in a very patronizing manner :

In addition to the standard questions around goods purchased abroad etc. the officer proceeded to ask detailed questions

the officer was abrasive to begin with,

The officer got agitated and threatened them by saying that he has the power to send them home right this minute if he wanted to.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10.11; rv:51.0) Gecko/20100101 Firefox/51.0

Payette, Ryan

From:
Sent: June 15, 2018 01:01 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

identification: victim

confirm:

first_name: ' '

family_name:

phone:

address:

city:

province_state:

postal_zip:

country:

time_hh: 10

time_mm: 00

staff_contact: Not known - Vancouver Int'l Airport CBSA Staff

date_month: June

date_day: 10

date_year: -

time_hh2:

time_mm2:

information: on

location: Vancouver Int'l Airport

feedback

the entire time
cohearse him into saying that he was in Canada to work

in Vancouver the officer(s) tried to

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 11_3 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/11.0 Mobile/15E148
Safari/604.1
vnt1173121356

Payette, Ryan

From:
Sent: June 22, 2018 02:00 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: June

date_day: 21

date_year: 2018

time_hh: :

time_mm:

location: YVR customs area

feedback: I would like to complain about the delays

was continually rebuffed, told to sit down and

others that were being reviewed after him were completed first while he continued to wait.

being rebuffed, ignored and told to sit down

certification: yes

Submit: Submit

Mozilla/5.0 (Android 8.0.0; Mobile; rv:60.0) Gecko/60.0 Firefox/60.0
vnt1173121356

Payette, Ryan

From:
Sent: June 22, 2018 04:11 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city: '

province state:

postal code:

country:

time_contact-hh: 16:00

date_month: June

date_day: 22

date_year: 2018

time_hh:

time_mm:

location: Vancouver International Airport

feedback:

The officer wasn't interested in anything else
except to make sure that I went over \$10,000 canadian and to penalize me.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/67.0.3396.87
Safari/537.36
vnt1173121356

Payette, Ryan

From:
Sent: June 25, 2018 10:36 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: May

date_day: 15

date_year: 2018

time_hh: 1

time_mm:

location: Vancouver International Airport

feedback:

the CBSA agent was exceptionally rude to me in the following ways:

An agent in the corner reprimanded me for not following directions, despite the lack of signage.

-The agent proceeded to ask several questions that seemed unnecessary and beyond the level of detail required to evaluate whether i should be allowed to enter. I

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 11_4 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/11.0 Mobile/15E148
Safari/604.1
vnt1173121356

Payette, Ryan

From: CBSA-ASFC_Appeals-Appels
Sent: June 27, 2018 12:50 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject:

Conduct, treated like criminal

From: RCMS-SGRR@cbsa-asfc.gc.ca [mailto:RCMS-SGRR@cbsa-asfc.gc.ca]
Sent: June 22, 2018 1:22 PM
To: CBSA-ASFC_Appeals-Appels <Appeals-Appels@cbsa-asfc.gc.ca>; CBSA-ASFC_RCMS-SGRR <RCMS-SGRR@cbsa-asfc.gc.ca>
Subject: Online submission has been processed

RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

[Launch RCMS Enforcement](#)

Notification de **SGRR** Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous.

[Ouvrir SGRR Exécution de la loi](#)

fmrID: rcms2016c

date ttp action: 2018-05-28

client type:

client first name:

client surname:

client address:

client city: \

client country: \

client province/state:

client postal/zip code: \

client phone number:

client phone number type:

detailsField:

I was approached by an CBSA officer and asked where I just landed from.

He then asked me if I was bringing more that 10,000 cash with me.

He refused to hear me out and treated me like a criminal trying to scam the system.

certificationField: yes

date submitted: 2018-06-22

language: english [language=1]

notarobot: 1

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_13_5) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/11.1.1 Safari/605.1.15
vnt1173121356

PROTECTED A

From: [REDACTED]
Sent: March 5, 2017 01:18 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 14:00

date_month: February

date_day: 26

date_year: 2017

time_hh: 2

time_mm:

location: Toronto

feedback:

PROTECTED A

security was checking my luggage and they saw an iPad.

they are broke my iPad,

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_2_1 like Mac OS X) AppleWebKit/602.4.6 (KHTML, like Gecko) Version/10.0
Mobile/14D27 Safari/602.1

Payette, Ryan

From:
Sent: June 28, 2018 01:18 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code: '

country: '

time_contact-hh: 09:00

date_month: June

date_day: 27

date_year: 2018

time_hh:

time_mm:

location: YVR

service provider: Canada Customs

feedback: Two officers are involved

as prohibited in Canada. Officer : apparently consulted a database and seized stating it w!

bullied) by officer was clearly intimidated (if not

Second, was distinctly unhelpful. He was solicitous, condescending and refused to identify the officer in question. When questioned he was vague and unhelpful.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 5.1) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/49.0.2623.112 Safari/537.36
vnt1173121356

Payette, Ryan

From:
Sent: June 28, 2018 02:24 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number: ·

address:

city:

province state:

postal code:

country:

date_month: June

date_day: 23

date_year: 2018

time_hh:

time_mm:

location: vancouver airPort

feedback: I was illegally stopped by by two border officials

The two gaurds
identify themselves. the two agents began to ask me personal questions

did not immediately

They announced they were border control officers

his voice.

began to shout at me to which I asked him to lower

confiscated my phone,

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.3; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/67.0.3396.87
Safari/537.36
vnt1173121356

Payette, Ryan

From:
Sent: March 6, 2017 03:08 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state: l

postal code:

country:

time_contact-hh: 17:00

date_month: March

date_day: 02

date_year: 2017

time_hh: :

time_mm:

location: YUL P-E-Trudeau Airport Montréal

feedback:
bordering on hostile, customs agent.

I spoke to the most sour,

1

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_12_3) AppleWebKit/602.4.8 (KHTML, like Gecko) Version/10.0.3
Safari/602.4.8

From: Prime Minister/Premier Ministre
To:
Cc: Public Safety MCU / Sécurité publique UCM (PS/SP)
Subject: Office of the Prime Minister / Cabinet du Premier ministre
Date: Wednesday, January 25, 2017 2:43:51 PM

Dear

On behalf of the Right Honourable Justin Trudeau, I would like to acknowledge receipt of your correspondence, in which you raised an issue that falls within the portfolio of the Honourable Ralph Goodale, Minister of Public Safety and Emergency Preparedness.

Please be assured that your comments have been carefully reviewed. I have taken the liberty of forwarding your e-mail to Minister Goodale, who, I am certain, will wish to give your views every consideration.

Thank you for taking the time to write.

J.P. Vachon
 Manager/Gestionnaire
 Executive Correspondence Services
 for the Prime Minister's Office
 Services de la correspondance
 de la haute direction
 pour le Cabinet du Premier ministre

DOC.
OPI/BPR CBSA
D.D./D.E. 2/24/17
ACTION REPLY
FILE ## DOSSIER

>>> From : Received : 23 Jan 2017 03:13:54 PM >>>

>>> Subject : PM Web Site Comments - Immigration, Refugees and Citizenship >>>>

Subject/Sujet : Immigration, Refugees and Citizenship

Date : 2017/01/23

Name/Nom :

E-Mail/Adresse électronique :

Address/Adresse :

City/Adresse :

Province : ()

Postal Code/Code postal :

Telephone/Téléphone :

Comments/Commentaires : Dear Justin Trudeau, Prime Minister of Canada

Then an Immigration Officer interview me, after two hours a lots of questions he says I'm not allow to enter to Canada because

he is not happy whit my aplication t

I grab my laptop and I found
out the it's not working properly anymore after Immigration keep all my
stuff while I was denied the access to Canada
My complaint is about how rude was the Immigration Officer and a liar,

From: [Goodale, Ralph E. - M.P.](#)
To: [Public Safety MCU / Sécurité publique UCM \(PS/SP\)](#)
Subject: FW:
Date: Tuesday, May 30, 2017 9:00:36 AM
Attachments:

From:
Sent: May 30, 2017 3:43 AM
To: Goodale, Ralph E. - M.P.
Subject: Fwd:

Hi,

----- Forwarded message -----

From:
Date: 24 May 2017 at 16:52
Subject: Fwd:
To: premier@gov.bc.ca, Minister@cic.gc.ca

To the urgent attention of:

The honourable, Mrs. Christy Clark

Dear Christy Clark,

DOC.
OPI/BPR CBSA
D.D./D.E. 6/28/2017
ACTION REPLY
FILE ### DOSSIER

I was stopped by Immigration
Canada and questioned about my reasons of entry and background.

From: [Goodale, Ralph E. - M.P.](#)
To: [Public Safety MCJ / Sécurité publique UCM \(PS/SP\)](#)
Subject: FW: Complaint, In Regard To My Experience With CBSA And My Mistreatment
Date: Friday, July 07, 2017 8:33:41 AM

DOC.

OPI/BPR CBSA

D.D./D.E. 8/4/2017

ACTION REPLY

FILE ## DOSSIER

From:
Sent: July 6, 2017 11:38 PM
To: Goodale, Ralph E. - M.P.
Subject: Complaint, In Regard To My Experience With CBSA And My Mistreatment

Dear Honourable Gooddale;

with CBSA at Vancouver Airport

A border patrol officer pulled
me aside to check my bags, then grilled me with questions.

and he was a bit of a jerk

Hon. Ralph Goodale
Parliament of Canada
Ottawa, ON

Mr. Goodale;

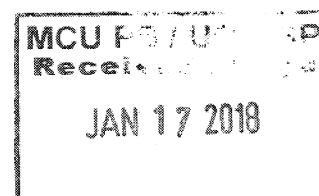
DOC.
OPV/BPR <i>CBSA</i>
D.D./D. <i>2/15/2018</i>
ACTION <i>Reply</i>
FILE #/DOSSIER

the very poor treatment he received by a Border
Services Officer at the Vancouver Airport.

interviewed by the Border Services Officer.
allowed back into Canada,

was called to be
would not be

The Border Officer ridiculed



From: Prime Minister/Premier Ministre
To:
Cc: Public Safety MCU / Sécurité publique UCM (PS/SP)
Subject: Office of the Prime Minister / Cabinet du Premier ministre
Date: Wednesday, February 14, 2018 2:41:11 PM

DOC.
OP/BPR CBSA
D.D/D.E. 03/15/2018
ACTION REPLY
FILE ## DOSSIER

Dear

On behalf of the Right Honourable Justin Trudeau, Prime Minister of Canada, I would like to acknowledge receipt of your correspondence.

Please be assured that your comments have been carefully reviewed. In your correspondence, you raise an issue that falls within the portfolio of the Honourable Ralph Goodale, Minister of Public Safety and Emergency Preparedness and Minister responsible for the Canada Border Services Agency. I have therefore taken the liberty of forwarding your email to Minister Goodale for his information and consideration.

Thank you for taking the time to write.

B. Funes
Executive Correspondence Officer
for the Prime Minister's Office
Agent de correspondance
de la haute direction
pour le Cabinet du premier ministre

>>> From : Received : 10 Feb 2018 02:13:41 PM >>>

>>> Subject : PM Web Site Comments - International Trade >>>>

Subject/Sujet : International Trade

Date : 2018/02/10

Name/Nom :

E-Mail/Adresse électronique :

Address/Adresse :

City/Adresse :

Province :

Postal Code/Code postal :

Telephone/Téléphone :

Comments/Commentaires : Hello I wanted to comment
on the abysmal, third-world treatment I received at the hands of your airport
immigration station in Vancouver |

was instead hauled into the airport jail
and treated like trash.

From: [Goodale, Ralph E. - M.P.](#)
To: [Minister of Public Safety / Ministre de la Sécurité publique \(PS/SP\)](#)
Subject: FW: Referred by the Right Hon Prime Minister Justin Trudeau's Office - for Minister of Emergency Preparedness
- Ralph Goodale
Date: Wednesday, March 21, 2018 1:35:56 PM

From:
Sent: March 21, 2018 11:54 AM
To: Goodale, Ralph E. - M.P.
Subject: FW: Referred by the Right Hon Prime Minister Justin Trudeau's Office - for Minister of
Emergency Preparedness - Ralph Goodale

Dear Mr. Goodale

From:
Sent: Tuesday, March 20, 2018 9:17 PM
To: 'pm@pm.gc.ca' <pm@pm.gc.ca>
Subject: RE: For attention of Right Hon Prime Minister Justin Trudeau

Dear Prime Minister
This is the complaint I filed to the Border Control website.

DOC.
OPI/BPR CBSA
D.D./D.E. 04/20/2018
ACTION REPLY
FILE ### DOSSIER

Border Agent - She almost seemed like she wished that she were far away doing something else.

From:

Sent: Tuesday, March 20, 2018 8:18 AM

To: 'pm@pm.gc.' <pm@pm.gc>;

Subject: RE: RE: For attention of Right Hon Prime Minister Justin Trudeau

Importance: High

From:

Sent: Monday, March 19, 2018 11:16 PM

To: 'pm@pm.gc.' <pm@pm.gc>;

Subject: RE: For attention of Right Hon Prime Minister Justin Trudeau

Prime Minister

Passing through passport control in Calgary, I was treated disgracefully,

From: [Goodale, Ralph E. - M.P.](#)
To: [Minister of Public Safety / Ministre de la Sécurité publique \(PS/SP\)](#)
Subject: FW: Customs @YVR
Date: Wednesday, April 04, 2018 4:38:06 PM

Nat, can you please send an acknowledgement. Thanks!

shawna

-----Original Message-----

From:
Sent: March 23, 2018 6:15 PM
To: Goodale, Ralph E. - M.P.
Cc:
Subject: Customs @YVR

DOC.
OPI/BPR CBSA
D.D./D.E. May 3, 2018
ACTION REPLY
FILE ### DOSSIER

My complaint is that your employees were less than helpful and in many cases rude, there was no welcome to Canada, hello, or thank you.

From: [Ralph Goodale, MP](#)
To: [Minister of Public Safety / Ministre de la Sécurité publique \(PS/SP\)](#)
Subject: FW: Cust officer yvr
Date: Wednesday, May 02, 2018 2:14:42 PM

DOC.
OPI/BPR CBSA
D.D./D.E. June 1, 2018
ACTION REPLY
FILE ## DOSSIER

From:
Sent: May-02-18 10:06 AM
To: Goodale@sasktel.net
Subject: Cust officer yvr

To those concerned

COMPLAINT:

My complaint stems from the customs officer
who handled me. ' " you stand there as a customs official and advise me to lie
on a signed declaration "? He tried to backtrack by saying he was only joking !!

CBSA-ASFC_Complaints_Unit-Division_des_plaintes

From: CBSA-ASFC_RCMS-SGRR
Sent: March 5, 2017 04:38 PM
To: CBSA-ASFC_Appeals-Appels; CBSA-ASFC_RCMS-SGRR
Subject: Online submission has been processed

RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

[Launch RCMS Enforcement](#)

Notification de **SGRR** Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous.

[Ouvrir SGRR Exécution de la loi](#)

fmrID: rcms2016c

typereview:

date of action: 2016-12-26

client type:

client first name: ,

client surname:

client address:

1

client city:

client country:

client province/state:

client postal/zip code:

client phone number: 1

client phone number type: I

detailsField: I was stopped at Pearson International and Harrased by CBSA Officer

The officer was very short tempered and rude and would not explain my rights to me.

certificationField: yes

date submitted: 2017-03-05

language: english [language=1]

notarobot: 1

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/56.0.2924.87 Safari/537.36

Daccache, Veronika

From:
Sent: November 10, 2016 03:31 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: October

date_day: 26

date_year: 2016

time_hh:

time_mm:

location: YVR

feedback:

Complaint pertains primarily at officer

Accompanied by officer

Description of events:

My complaint stems from the fact that the whole event transpired in a rude and bully-ish manner on behalf of officer

My complaint specifically pertains to:

a) repeating his questions-

b) his sarcastic and rude demeanor in asking of repeated questions

c) his repeated comments of me potentially missing my flight-

d) his unwillingness to obtain a supervising officer. Although officer was part of the incident I felt he conducted himself a professional manner and was doing his job. I do not have any complaints pertaining to officer

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; rv:49.0) Gecko/20100101 Firefox/49.0

Daccache, Veronika

From:
Sent: November 1, 2016 07:00 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country: (

date_month: October

date_day: 31

date_year: 2016

time_hh:

time_mm:

location: Richmond

feedback: The CBSA officer was asking some unnecessary questions

never found me ever breaking any laws to have my luggage searched have my dirty laundry bags opened on top of my clean separate laundry the CBSA are very childish immature and have no respect for the tax payers

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 7.0; Nexus 5X Build/NBD90W) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/54.0.2840.68 Mobile Safari/537.36

[REDACTED]

From:
Sent: July 2, 2016 11:15 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country: I

time_contact-hh: 10:00

date_month: June

date_day: 16

date_year: 2016

time_hh:

time_mm:

location: Pearson International Airport. Immigration. Customs.

2

PROTECTED A

feedback: To whom it may concern in management:

by which one and or several of employees by CSBA have gone out
of their position and way to have approached, interjected, searched, and obstruct my journey
a matter of personal assault.

this Canada Border Security Agency have indeed received our complaint with
concern to the manner handled in a none professional manner,

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/51.0.2704.103
Safari/537.36

[REDACTED]

From:
Sent: July 2, 2016 03:33 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: July

date_day: 01

date_year: 2016

time_hh:

time_mm:

location: Toronto

feedback: approached the customs officer he was extremely unfriendly and did not greet us but said

2

"what flight number did you just get off?" In a very curt manner.

PROTECTED A

And he said very rudely

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 9_2_1 like Mac OS X) AppleWebKit/601.1.46 (KHTML, like Gecko) Version/9.0
Mobile/13D15 Safari/601.1

[REDACTED]

From:
Sent: July 3, 2016 04:13 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: :

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: July

date_day: 02

date_year: 2016

time_hh:

time_mm:

location: YVR

feedback:

2

PROTECTED A

at customs.

to not be hassled

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/51.0.2704.103
Safari/537.36

[REDACTED]

From:
Sent: July 7, 2016 05:49 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: July

date_day: 06

date_year: 2016

time_hh:

time_mm:

location: Montreal, YUL airport

feedback: being additionally processed through the immigration office every single time

disappointed by still being required to go through the secondary immigration room.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_9_5) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/51.0.2704.103
Safari/537.36

[REDACTED]

From:
Sent: July 8, 2016 08:15 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name:

phone number:

address:

city

province state:

postal code:

country: I

time_contact-hh: 13:00

date_month: July

date_day: 08

date_year: 2016

time_hh:

time_mm:

location: Toronto Pearson International Airport

service provider: CBSA

2

PROTECTED A

feedback:

sit in the line for 45 minutes as I watched CBSA officers wander around, chat with each other and do little to service individuals in line.

My complaints are as follows:

(2) Perhaps not having officers lounge around and chit chat while stressed out people are standing in line would add to professionalism of the CBSA

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 9_3_2 like Mac OS X) AppleWebKit/601.1.46 (KHTML, like Gecko) Version/9.0 Mobile/13F69 Safari/601.1

[REDACTED]

From:
Sent: July 9, 2016 08:16 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: July

date_day: 05

date_year: 2016

time_hh:

time_mm:

location: Toronto

feedback: Dear Sir/Madam

some questions , he started to ask me

Then he started to check my goods which is normal, the unacceptable searching is searching my personal photos, Safari links and apps on my iPad, and asking about my family photos and searching my notebooks and sketch book page by page,

certification: yes

Submit: Submit

3

PROTECTED A

Mozilla/5.0 (iPad; CPU OS 9_3_2 like Mac OS X) AppleWebKit/601.1.46 (KHTML, like Gecko) Version/9.0 Mobile/13F69
Safari/601.1

[REDACTED]

From:
Sent: July 11, 2016 01:08 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city: |

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: July

date_day: 07

date_year: 2016

time_hh:

time_mm:

location: Toronto Airport

feedback: Good Afternoon,

this a extreme case of discrimination and abuse. (

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10.10; rv:47.0) Gecko/20100101 Firefox/47.0

[REDACTED]

From: Payette, Ryan on behalf of CBSA-ASFC_Appeals-Appels
Sent: July 13, 2016 09:22 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FW: WWW Form Submission

For your action

Thanks

-----Original Message-----

From: root@rc.gc.ca [<mailto:root@rc.gc.ca>]
Sent: June 27, 2016 9:05 AM
To: CBSA-ASFC_IT_RCMSOSg
Subject: WWW Form Submission

fmrID: rcms2016a

date of action: 2016-06-06

client type: i

client first name:

client surname:

client address:

client city:

client country:

client province/state:

client postal/zip code:

client phone number:

client phone number type:

2

PROTECTED A

details:

I was harassed at the Toronto Pearson Airport

at me in mocking ways if I did answer a question. T

they laughed

certification: yes

date submitted: 2016-06-27

language: english [language=1]

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_5) AppleWebKit/601.6.17 (KHTML, like Gecko) Version/9.1.1
Safari/601.6.17

July 09, 2016

Recourse Directorate


Canada Border Services Agency

Ottawa, ON K1A 0L8

To whom it may concern,

Date and Time of Incident: July 03, 2016

Port of Entry: YUL – Montreal Elliot Trudeau Airport

Recourse Directorate Direction des recours RECEIVED - REÇU JUL 13 2016 File No. _____ Ref. _____	
--	---

I would like to file a complaint regarding the treatment

received from Agent

disrespect, suspicion and utter disregard

treated with such

had to stand for close to 2 hours until she went through all our luggage,

[REDACTED]

From: Argue, Sydney
Sent: July 20, 2016 01:01 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FW: Concern Regarding CBSA Officer

Good morning,

Please assign a CFN to this file.

Thanks,

Sydney Argue

Executive Assistant, Corporate and Program Services
Canada Border Services Agency / Government of Canada
sydney.argue@cbsa-asfc.gc.ca / Tel: 604-775-6720 / TTY: 866-335-3237

Adjointe exécutif, Division des services corporatifs et des programmes
Agence des services frontaliers du Canada / Gouvernement du Canada
sydney.argue@cbsa-asfc.gc.ca / Tél. : 604-775-6720 / ATS : 866-335-3237

From: Holtan, Deborah
Sent: July 20, 2016 9:45 AM
To: PAC-Dist_CBSA_333Dunsmuir_ Complaints Unit
Subject: FW: Concern Regarding CBSA Officer

Please arrange for this complaint to be assigned a CFN.

Deborah Holtan

Regional Program Officer, Operations Branch
Canada Border Services Agency / Government of Canada
deborah.holtan@cbsa-asfc.gc.ca / Tel. : 604-666-6151 / TTY: 866-335-3237

Agente régionale de programme, Direction générale des opérations
Agence des services frontaliers du Canada / Gouvernement du Canada
deborah.holtan@cbsa-asfc.gc.ca Tél. : 604-666-6151 / ATS : 866-335-3237

From: Hara, Gary
Sent: July 19, 2016 4:50 PM
To: Holtan, Deborah
Subject: FW: Concern Regarding CBSA Officer

Hi Deb,

Can you log this complaint .

Thanks.

From: Siksik, Samar
Sent: July 19, 2016 4:33 PM
To: Hara, Gary
Subject: FW: Concern Regarding CBSA Officer

From:
Sent: July 14, 2016 8:56 AM
To: samar.siksik@cbsa.gc.ca
Subject: Concern Regarding CBSA Officer

Hello Officer Siksik,

customs and immigration checkpoint an officer used inappropriate language when verifying a customer

'Is he going to be like that on the flight? I can't stand two minutes let alone hours. Fuck me.'

[REDACTED]

From:
Sent: July 20, 2016 01:39 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: [REDACTED]

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: July

date_day: 19

date_year: 2016

time_hh: [REDACTED]

time_mm:

location: YYZ Airport

feedback: Hi there,

officer was very abrasive and harsh using words and Bullying for no reason. The
baffling and perplexing. His behavior was uncooperative and inquiry was

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/46.0.2490.86 Safari/537.36

[REDACTED]

From: [REDACTED]
Sent: July 20, 2016 09:26 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: July

date_day: 16

date_year: 2016

time_hh:

time_mm:

location: Toronto (YYZ)

feedback:

. The CBSA officer, was immediately disrespectful and insinuating

snapped at me and ordered me to stop doing so immediately.

was extremely disrespectful and executed a search for no probable cause.

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 9_3_2 like Mac OS X) AppleWebKit/601.1.46 (KHTML, like Gecko) Version/9.0 Mobile/13F69 Safari/601.1

[REDACTED]

From:
Sent: July 24, 2016 09:52 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number: !

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: June

date_day: 16

date_year: 2016

time_hh:

time_mm:

location: Pearson Lester B. Terminal 1 Airport

feedback:

2

officer

PROTECTED A
(CBSA)

She

asked me basic questions

going to be questioned.

We waited, with no communication given with respect to how long

was

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/51.0.2704.103
Safari/537.36

From: CBSA-ASFC_IT_RCMSOSg
Sent: June 13, 2016 10:07 AM
To: CBSA-ASFC_RCMS-SGRR; CBSA-ASFC_Appeals-Appels
Subject: FW: WWW Form Submission

Follow Up Flag: Follow up
Flag Status: Completed

-----Original Message-----

From: root@rc.gc.ca [<mailto:root@rc.gc.ca>]
Sent: June 10, 2016 5:44 PM
To: CBSA-ASFC_IT_RCMSOSg
Subject: WWW Form Submission

fmrID: rcms2016a

date of action: 2016-04-17

client type:

client first name:

client surname:

client address:

client city:

client country:

client province/state:

client postal/zip code:

client phone number:

client phone number type:

2

PROTECTED A

details:

the officer was very much so racist to me a

certification: yes

date submitted: 2016-06-10

language: english [language=1]

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_4) AppleWebKit/601.5.17 (KHTML, like Gecko) Version/9.1
Safari/601.5.17

[REDACTED]

From: McKenny, Sarah
Sent: July 25, 2016 08:46 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FW: WWW Form Submission

Please process the below e-appeal as a complaint.

Thank you.

Sarah

-----Original Message-----

From: CBSA-ASFC_Appeals-Appels
Sent: July 25, 2016 8:44 AM
To: McKenny, Sarah
Subject: FW: WWW Form Submission

For complaints

Thanks!

Ashlee Bradbury
Appeals Processing Assistant, Corporate Affairs Branch
Canada Border Services Agency / Government of Canada
ashlee.bradbury@cbsa-asfc.gc.ca / Tel: 343-291-7236 / TTY: 866-335-3237
Ajointe aux traitements des appels, Direction générale des services intégrés
Agence des services frontaliers du Canada / Gouvernement du Canada
ashlee.bradbury@cbsa-asfc.gc.ca / Tél. : 343-291-7236 / ATS : 866-335-3237

-----Original Message-----

From: root@rc.gc.ca [<mailto:root@rc.gc.ca>]
Sent: July 10, 2016 2:48 PM
To: CBSA-ASFC_IT_RCMSOSg
Subject: WWW Form Submission

fmrID: rcms2016a

date of action: 2016-07-03

2

PROTECTED A

client type:

client first name: |

client surname:

client address:

client city: |

client country: - - -

client province/state: |

client postal/zip code:

client phone number:

client phone number type:

- - - - -

details: Dear Canada Border Services Agency,

The officer, in an offensive way, told me that

he did not treated me politely

certification: yes

date submitted: 2016-07-10

language: english [language=1]

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko

[REDACTED]

From: root@rc.gc.ca
Sent: July 11, 2016 05:22 PM
To: CBSA-ASFC_IT_RCMSOSg
Subject: WWW Form Submission

fmrID: rcms2016a

date of action: 2016-06-22

client type:

client first name:

client surname:

client address:

client city:

client country:

client phone number:

client phone number type:

details: I am writing this letter to complain about the unprofessional behaviour of the officers at Toronto's Pearson Airport

I want to file a complaint against the
took 4 hours, to go through my luggage
She was very unprofessional, intimidating, and discriminating. She made discriminating comments
and made false statements:

certification: yes

date submitted: 2016-07-11

language: english [language=1]

Submit: Submit

Mozilla/5.0 (Windows NT 6.3; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/51.0.2704.103 Safari/537.36

[REDACTED]

From: CBSA-ASFC_Appeals-Appels
Sent: July 25, 2016 01:14 PM
To: CBSA-ASFC_Complaints_Unit-Division des plaintes
Subject: FW: WWW Form Submission

Please assign a CFN to this appeal.

Thanks!

Ashlee Bradbury
Appeals Processing Assistant, Corporate Affairs Branch
Canada Border Services Agency / Government of Canada
ashlee.bradbury@cbsa-asfc.gc.ca / Tel: 343-291-7236 / TTY: 866-335-3237
Ajointe aux traitements des appels, Direction générale des services intégrés
Agence des services frontaliers du Canada / Gouvernement du Canada
ashlee.bradbury@cbsa-asfc.gc.ca / Tél. : 343-291-7236 / ATS : 866-335-3237

-----Original Message-----

From: root@rc.gc.ca [<mailto:root@rc.gc.ca>]
Sent: July 13, 2016 12:48 AM
To: CBSA-ASFC_IT_RCMSOSg
Subject: WWW Form Submission

fmrlID: rcms2016a

(

date of action: 2016-07-11

client type: i

client first name

client surname:

client address:

client city:

client country:

client province/state:

2

PROTECTED A

client postal/zip code:

client phone number:

client phone number type:

representative first name:

representative surname:

representative address:

representative city:

representative country:

representative province/state:

representative postal/zip code:

representative phone number:

representative phone number type:

details:

when they were approached by CBSA officer and was asked how much funds was carrying :

taken into a room and was interrogated

Racial Discrimination.

certification: yes

date submitted: 2016-07-12

language: english [language=1]

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64; Trident/7.0; yie11; rv:11.0) like Gecko

[REDACTED]

From:
Sent: July 25, 2016 03:40 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

date_month: July

date_day: 18

date_year: 2016

time_hh:

time_mm:

location: Toronto, Canada

feedback: I was held back at customs

wait in two different lines, one to talk to immigration and the other so they could look into my luggage.

treated in such a thoughtless manner

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_3) AppleWebKit/601.4.4 (KHTML, like Gecko) Version/9.0.3
Safari/601.4.4

[REDACTED]

From:
Sent: July 28, 2016 05:09 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: I

family name:

phone number:

address: :

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: July

date_day: 26

date_year: 2016

time_hh: :

time_mm:

location: MISSISSAUGA

service provider: CBSA - TERMINAL 3 IMMIG.

2

PROTECTED A

feedback: TO WHOM IT MAY CONCERN,

THE OFFICER KEPT THREATNING ME THAT HE WILL CALL RCMP,

THE OFFICER'S BEHAVIOUR AND HIS LOUD VOICE I

certification: yes

Submit: Submit

Mozilla/5.0 (compatible; MSIE 10.0; Windows NT 6.1; WOW64; Trident/6.0)

From: [REDACTED]
Sent: August 2, 2016 11:04 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: (

phone number:

address:

city:

province state:

postal code:

country

time_contact-hh: 11:00

date_month: August

date_day: 02

date_year: 2016

time_hh:

time_mm:

location: Toronto Pearson International Airport

tracking form cargo number: n/a

2

PROTECTED A

service provider: n/a

feedback:

My complaint is against your CBSA officer

I she proceeded to give me a face of displeasure

Pearson Airport - which notoriously has CBSA officers with very poor
customer service.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/51.0.2704.106 Safari/537.36

From:
Sent: August 2, 2016 09:06 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW

frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille: |

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays:

time_contact-hh: 09:00

date_jour: 10

date_mois: juin

date_annee: 2016

temp_hh:

temp_mm: !

lieu: AÉROPORT INTERNATIONALE L.B. PEARSON

retroaction:

DOCUMENT DE L'AGENCE DES SERVICES FRONTALIERS DU CANADA ÉTAIT DÉPOSÉ À L'INTÉRIEURE DE SES VALISES, INDIQUANT QUE SES BAGAGES AVAIENT ÉTÉ OUVERT PAR UN REPRÉSENTANT DE LA CIE AÉRIENNE ET PRÉSENTÉS À UN AGENT DE L'ASFC.

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_6) AppleWebKit/601.7.7 (KHTML, like Gecko) Version/9.1.2
Safari/601.7.7

[REDACTED]

From:
Sent: August 2, 2016 11:51 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: |

first name: |

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 14:00

date_month: July

date_day: 03

date_year: 2016

time_hh: :

time_mm: :

location: YYZ TERMINAL 3

2

PROTECTED A

feedback: I had a TSA compliant lock on my luggage and it was cut. This occurred at the Toronto Pearson airport,

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64; rv:47.0) Gecko/20100101 Firefox/47.0

From: CBSA-ASFC_CONTACT
Sent: August 2, 2016 12:16 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FW: Complaint about canada border

Hello Complaints Unit,

Traveller complaint regarding BSO treatment at YVR for your action.

Contact Us will close on our end.

Thank you,
David Lamoureux

Technical Advisor, Border Information Services and Contact Us
Canada Border Services Agency / Government of Canada
david.lamoureux@cbsa-asfc.gc.ca / Tel 1-204-983-3413 / TTY: 866-335-3237

Conseiller Technique, Service d'information sur la frontière et Contactez-nous
Agence des services frontaliers du Canada / Gouvernement du Canada
david.lamoureux@cbsa-asfc.gc.ca / Tél 1-204-983-3413 / TTY: 866-335-3237

From:
Sent: July 29, 2016 5:41 PM
To: customercallcentre@yvr.ca; contact@cbsa.gc.ca
Subject: Complaint about canada border :

Dear sirs and madams,

checkt by an unfriendly border staff;

Staff asked me curious questions

2

(
PROTECTED A

[REDACTED]

From:
Sent: August 3, 2016 09:44 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: [REDACTED]

family name:

phone number:

address: [REDACTED]

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: August

date_day: 01

date_year: 2016

time_hh:

time_mm:

location: MONTREAL-PIERRE ELLIOTT TRUDEAU INTERNATIONAL AIRPORT

feedback: Dear Sirs and Madams:

2

PROTECTED A

interrogated by an Officer (in an

extremely rude fashion.

He repeatedly made unreasonable demands.

extremely aggressive, ;

He became

He was sarcastic and aggressive, and repeatedly lied ;

Terrible,

terrible customer service.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_10_5) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/51.0.2704.103
Safari/537.36

From: [REDACTED]
Sent: August 5, 2016 05:22 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city:

province state: .

postal code:

country:

time_contact-hh: 11:00

date_month: August

date_day: 04

date_year: 2016

time_hh:

time_mm: (

location: Pearson Airport, Toronto, customs exit at international arrivals, terminal 1

feedback: .

2

PROTECTED A

aggressively ; unprofessional and charged and angry tone ; a CBSA official approached me

abrupt and immature treatment

Terminal 1 at Pearson
International Airport in Toronto.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/52.0.2743.116
Safari/537.36

From:
Sent: August 5, 2016 05:15 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

date_month: -

date_day: -

date_year: -

time_mm: - mm -

feedback: Dear CBSA team, To whom it may concern,

2

PROTECTED A

which is now causing significant delays and therefore a high level of frustration when traveling.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_10_5) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/51.0.2704.103
Safari/537.36

[REDACTED]

From:
Sent: August 7, 2016 02:43 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address: !

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: June

date_day: 29

date_year: 2016

time_hh: .

time_mm:

location: Customs Stall number 16

feedback: Hello:

2

PROTECTED A

never softened or smiled and demanded to know,

agent gave me a cold, harsh fact that

barked at me

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/51.0.2704.103 Safari/537.36

[REDACTED]

From:
Sent: August 7, 2016 06:29 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: .

family name:

phone number: .

address:

city:

province state:

postal code:

country: |

time_contact-hh: 17:00

date_month: July

date_day: 19

date_year: 2016

time_hh:

time_mm:

location: YVR

service provider: Canadian Immigration

2

PROTECTED A

feedback: I was questioned by immigration

the agent was using his position to intimidate me

and belittle me.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 9_3_3 like Mac OS X) AppleWebKit/601.1.46 (KHTML, like Gecko) Version/9.0
Mobile/13G34 Safari/601.1

From:
Sent: August 8, 2016 10:09 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address: !

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: August

date_day: 08

date_year: 2016

time_hh:

time_mm:

feedback:

professionalism of the employee

she inpatient the lack of
she was extremely unprofessional and rude

2

PROTECTED A
unprofessional

manner \ aggressive tone of voice.

she hung up the phone on me three separate times

Regards,

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_6) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/51.0.2704.103
Safari/537.36

1

PROTECTED A

Canada Border Services Agency
Recourse Directorate
333 North River Rd, Tower A, 11th Floor
Ottawa, ON, K1A 0L8

Recourse Directorate Direction des recours RECEIVED - REÇU	
←	AUG 08 2016
File No.	---
Ref.	AXK

Aug 1, 2016

Re: Request for a Ministerial Decision

Dear Sir or Madam,

untrue descriptions

CBSA officers were using fabricated details and

CBSA officers made false statements repeatedly and intentionally.

Regards,

PROTECTED A

Canada Border Services Agency
Revenue Directorate
333 North River Rd., Tower A, 11th Floor
Ottawa, ON, K1A 0L8

[REDACTED]

From:
Sent: August 9, 2016 05:43 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: June

date_day: 18

date_year: 2016

time_hh:

time_mm:

location: Vancouver international Airport

feedback:

2

PROTECTED A

the immigration agent, but the directions were
not clear and concise.

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 8_4_1 like Mac OS X) AppleWebKit/600.1.4 (KHTML, like Gecko) Version/8.0 Mobile/12H321
Safari/600.1.4

[REDACTED]

From:
Sent: August 9, 2016 05:55 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: I

phone number:

address:

city:

province state:

postal code:

country:

date_month: August

date_day: 08

date_year: 2016

time_hh: 2

time_mm:

location: Toronto Pearson Airport Terminal 1

feedback: Aug. 9, 2016

To Whom It May Concern:

2

PROTECTED A

The officer immediately chastised her [REDACTED] very loudly and condescendingly pointing [REDACTED]

the verbal harassment,

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko

[REDACTED]

From:
Sent: August 9, 2016 08:26 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

identification: victim

confirm: ;

first_name:

family_name:

phone:

address:

city:

province_state:

postal_zip:

country:

time_hh: 11

time_mm: 00

staff_contact:

date_month: August

date_day: 09

date_year: -

time_hh2: 1

time_mm2:

information: (

participation:

location: Montreal

2

PROTECTED A

feedback:

very rude, condensending

It was abusive

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 9_3_2 like Mac OS X) AppleWebKit/601.1.46 (KHTML, like Gecko) Version/9.0
Mobile/13F69 Safari/601.1

1

PROTECTED A

August 2, 2016

Recourse Directorate
Canada Boarder Services Agency
Ottawa, ON K1A 0L8 CANADA

RE:

Date of Admission: July 26, 2016

Recourse Directorate
Direction des recours
RECEIVED - REÇU

AUG 11 2016

File No. _____

Ref. _____

Dear Sir or Madam:

I

Vancouver,

encountered some unpleasant experiences.

The Canadian immigration officer questioned
lengthy interrogations,

as to her purpose of visiting Canada. After

Very truly yours,

From:
Sent: August 12, 2016 10:37 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number: - - - - -

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: August

date_day: 12

date_year: 2016

time_hh:

time_mm:

location: Toronto Pearson Airport

2

feedback:

PROTECTED A

-- When I called the Border Services, and asked 'disrespect and hung up '

they spoke to be with

this racial profiling

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/52.0.2743.116
Safari/537.36

From:
Sent: August 15, 2016 01:41 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number: .

address: .

city:

province state:

postal code:

country:

time_contact-hh: 14:00

date_month: August

date_day: 12

date_year: 2016

time_hh: .

time_mm: - mm -

location: Pearson International Airport

feedback: Good afternoon,

He clearly had no idea what he was doing or what he was looking for.

Your agent tried to bully me and intimidate me into saying something that wasn't true.

being questioned and interrogated treated like a criminal literally! verbally beaten

verbal and mental abuse

being harassed and insulted

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/49.0.2623.112 Safari/537.36

From:
Sent: August 16, 2016 08:47 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW

frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom: |

nom de famille:

numero de telephone:

adresse:

ville:

province etat: (

code postal:

pays: (

time_contact-hh: 16:00

date_jour: 15

date_mois: August

date_annee: 2016

temp_hh:

temp_mm:

lieu: Aéroport mtl trudeau immigration

retroaction: Madame agente d'immigration à l'immigration de l'aéroport montreal trudeau a manqué de de tolérance et de professionnalisme

arrogance

manque de professionnalisme de la part d'un agent de l'immigration

attestation: yes

Submit: Soumettre

Mozilla/5.0 (iPhone; CPU iPhone OS 8_1_2 like Mac OS X) AppleWebKit/600.1.4 (KHTML, like Gecko) Version/8.0
Mobile/12B440 Safari/600.1.4

[REDACTED]

From:
Sent: August 16, 2016 11:50 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: {

first name:

family name:

phone number:

address: - - - - -

city:

province state:

postal code:

country:

time_contact-hh: 16:00

date_month: August

date_day: 15

date_year: 2016

time_hh:

time_mm: {

location: Toronto International Airport

service provider: Canadian Immigration (CBSA)

2

feedback:

PROTECTED A

I was sent to have my bag inspected at the Airport Immigration.

They inspected my bags and found nothing.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko

From:
Sent: August 17, 2016 10:52 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address: :

city:

province state:

postal code: :

country:

time_contact-hh: 17:00

date_month: August

date_day: 06

date_year: 2016

time_hh: :

time_mm: :

location: Pearson Toronto AirPort terminal 3

feedback: customs officers and employees are very unfriendly

2

(
PROTECTED A

talk very rudely and not with respect.

threatened

rudely

immigration officers are rudely and very unfriendly

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 9_3_3 like Mac OS X) AppleWebKit/601.1.46 (KHTML, like Gecko) Version/9.0
Mobile/13G34 Safari/601.1

From:
Sent: August 17, 2016 10:45 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

Categories: Purple Category

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: _____

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: May

date_day: 16

date_year: 2016

time_hh: 1

time_mm:

location: Montréal-Trudeau airport

2

PROTECTED A

I was stopped and questioned by one officer

for this

NOT receive any document

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/52.0.2743.116
Safari/537.36

[REDACTED]

From: GTAR Correspondence RDGO / RGT Correspondance BDGR (CBSA/ASFC)
Sent: August 18, 2016 10:57 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Cc: GTAR Correspondence RDGO / RGT Correspondance BDGR (CBSA/ASFC)
Subject: complaint

CFN please

From: Szplitgeiber, Elizabeth
Sent: August 15, 2016 1:24 PM
To: Dennis, Jennifer
Subject: FW: Toronto Pearson - GTAA-

Possible complaint coming our way.

Elizabeth Szplitgeiber
Superintendent / Surintendante
Canada Border Services Agency/Agence des services frontaliers du Canada/
Toronto Pearson Int'l. Airport, Terminal 1/Aéroport International Toronto Pearson, Aérogare 1
PO Box 40 Mississauga ON L5P 1A2
Elizabeth.Szplitgeiber@cbsa-asfc.gc.ca
Telephone | Téléphone 905-676-4672 / Government of Canada | Gouvernement du Canada

From: Puster, Maria [<mailto:maria.puster@gtaa.com>]
Sent: August 15, 2016 11:29 AM
To: Szplitgeiber, Elizabeth
Cc: Plavcic, Dragana
Subject: FW: Toronto Pearson - GTAA-

Hi Elizabeth,

Below is a passenger complaint that our Customer Service Department received. For your information as we will be providing them with CBSA's contact information.

Thanks,

Maria Puster

Senior Representative, Flow and Facilitation
Customer and Terminal Services
416-776-3236 cell
fax 416-776-3075

In support of our ISO 14001 program, please avoid printing e-mails whenever possible.

From: GTAA Customer Service
Sent: Monday, August 15, 2016 8:58 AM

2

PROTECTED A

To: Puster, Maria

Subject: Fwd: Toronto Pearson - GTAA-;

Good morning Maria,

Please see the comments below. Standard CBSA response will be sent.

Thank you,

Dragana Plavcic Passenger Service Coordinator
Customer and Terminal Services
6-3329
fax 6-5808

In support of our ISO 14001 program, please avoid printing e-mails whenever possible.

wrote:

The customs agent decided to interrogate

There is an air of arrogance that was displayed by several agents

From:
Sent: August 18, 2016 08:11 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: :

phone number:

address:

city: !

province state:

postal code:

country:

time_contact-hh: 16:00

date_month: -

date_day:

date_year: -

time_mm:

location: At Security check in Calgary

feedback: security officer was extremely rude discourteous
in very rud tone

2

(
PROTECTED A

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 9_3_4 like Mac OS X) AppleWebKit/601.1.46 (KHTML, like Gecko) Version/9.0
Mobile/13G35 Safari/601.1

[REDACTED]

From:
Sent: August 19, 2016 02:58 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: ;

first name:

family name:

phone number:

address: ;

city:

province state: ;

postal code:

country:

time_contact-hh: 14:00

date_month: August

date_day: 15

date_year: 2016

time_hh:

time_mm: ;

location: Toronto Airport

feedback:

;

This treatment of complete disrespect |

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64; Trident/7.0; rv:11.0) like Gecko

From:
Sent: August 19, 2016 04:24 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: .

family name:

phone number:

address:

city: .

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: August

date_day: 05

date_year: 2016

time_hh:

time_mm:

location: Dorval

tracking form cargo number:

2

PROTECTED A

service provider:

feedback: August 19, 2016

1. Explanation Request

2.

When we arrived the CBS Agent was on his cellular telephone, on his Facebook account, he acknowledged our presence about a minute after, and then closed it before speaking to us. We were clearly disturbing him.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Trident/7.0; rv:11.0) like Gecko

From:
Sent: August 24, 2016 08:18 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: August

date_day: 14

date_year: 2016

time_hh:

time_mm:

location: Toronto pearson

feedback:

verbally harassed

2

PROTECTED A

my belongings we searched destroyed!

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_10_5) AppleWebKit/601.7.7 (KHTML, like Gecko) Version/9.1.2
Safari/601.7.7

From:
Sent: August 25, 2016 01:55 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

confirm:

first_name:

family_name:

phone:

address:

city:

province_state:

postal_zip: |

country: |

time_hh: 14

time_mm: 00

date_month: July

date_day: 24

date_year: -

time_hh2:

time_mm2: |

time_mm2: |

location: Toronto

feedback:

a customer's officer that was rude

I
:
he threw the passport to her and scream to her go to school learn !
English

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64; Trident/7.0; rv:11.0) like Gecko

1

PROTECTED A

From:
Sent: August 25, 2016 02:31 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: |

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 16:00

date_month: August

date_day: 25

date_year: 2016

time_hh:

time_mm: |

location: |

1

2

PROTECTED A

the officers are always laughing out loud behind the

waiting area? it's very unprofessional f

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10.11; rv:48.0) Gecko/20100101 Firefox/48.0

From:
Sent: August 25, 2016 04:28 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays:

time_contact-hh: 10:00

date_jour: 21

date_mois: August

date_annee: 2016

temp_hh:

temp_mm:

lieu: Aéroport de Montreal

2

PROTECTED A



l'agente très froide et stressante :

Canadienne.

je n'ai pas été accueilli d'une bonne manière par nos autorités

attestation: yes

3

Submit: Soumettre

PROTECTED A

2

Mozilla/5.0 (Windows NT 6.3; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/52.0.2743.116 Safari/537.36

4

3

PROTECTED A

From: Montpellier, Manon
Sent: August 26, 2016 08:52 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Cc: CBSA-ASFC_RDGO-BDGR-QUE
Subject: CFNxxxxxxxxxx -

Bonjour Marshall, svp enregistrer cette plainte pour notre région.

Merci

Manon Montpellier

Agente régionale des programmes, Division des services corporatifs et des programmes, Région du Québec Coordonnatrice régionale – plaintes

Agence des services frontaliers du Canada | Gouvernement du Canada

manon.montpellier@cbsa-asfc.gc.ca | Tél: 514-283-8700 x 6016 | ATS : 866-335-3237

Regional Program Officer, Corporate and Program Services Division

Regional Coordinator – complaints

Canada Border Services Agency | Government of Canada manon.montpellier@cbsa-asfc.gc.ca

| Tel: 514-283-8700 x 6016 | TTY : 866-335-3237

De : Perreault, Karine
Envoyé : 26 août, 2016 8:43
À : Montpellier, Manon **Cc**
: Perreault, Karine
Objet : TR: - Complaint -

Bonjour Manon,

Svp, faire numéroter cette plainte.

Merci

Karine Perreault

Adjointe administrative, District des aéroports – Région du Québec Agence des services frontaliers du Canada | Gouvernement du Canada

karine.perreault@cbsa-asfc.gc.ca | Tél: 514-633-7702 | ATS: 866-335-3237

Administrative Assistant, Airports District – Quebec Region Canada Border Services Agency | Government of Canada [karine.perreault@cbsa-](mailto:karine.perreault@cbsa-asfc.gc.ca)

asfc.gc.ca | Tel: 514-633-7702 | TTY: 866-335-3237

De : QUE-PET, Programmes
Envoyé : 25 août, 2016 3:11
À : Perreault, Karine
Objet : TR: - Complaint -

Une autre plainte à ouvrir.

Catherine

Catherine Renaud

Agente régionale des programmes, Services opérationnels, Division des services corporatifs et des programmes, Région du Québec

Agence des services frontaliers du Canada / Gouvernement du Canada catherine.renaud@asfc.gc.ca
/ Tél.: 514-633-7815 / ATS: 866-335-3237

Regional Programs Officer, Operational Services, Corporate and Program Services Division, Quebec Region
Canada Border Services Agency / Government of Canada
catherine.renaud@asfc.gc.ca / Tel.: 514-633-7815 / TTY: 866-335-3237

De : YULClientele [<mailto:YULClientele@admtl.com>]

Envoyé : 25 août, 2016 2:03

À : QUE-PET, Programmes

Cc : Asselin, Francois-Nicolas

Objet : TR: - Complaint

Bonjour,

Je vous envoie cette plainte pour votre suivi.

Merci,

AÉROPORTS DE MONTRÉAL Anne-Marie
Urban
Agente, Relations clients
Officer, Customer Relations

800, place Leigh-Capreol, bureau 1000
Dorval (Québec) CANADA H4Y 0A5 WWW.ADMTL.COM

De : no-reply@admtl.com [<mailto:no-reply@admtl.com>] **Envoyé**

: 20 août 2016 07:30

À : YULClientele <YULClientele@admtl.com>

Objet : - Complaint -

Phone:

Express Yourself

Message:

question me about how long I was going to be in the country for

this security guard insulted

Date of Event:

2016-08-20 Time:

07:15

I would like a response to my comment:

Yes

1

PROTECTED A

From:
Sent: August 26, 2016 04:49 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: ;

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

date_month: August

date_day: 25

date_year: 2016

time_hh: |

time_mm:

location: Toronto Pearson Airport

tracking form cargo number:

an open bottle
that had leaked all over

The bag had been torn open, and the cap was not properly placed onto the bottle.

lack of respect to our belongings by border security

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/52.0.2743.116 Safari/537.36

1

PROTECTED A

From:
Sent: August 29, 2016 04:09 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: August

date_day: 25

date_year: 2016

time_hh: :

time_mm:

location: Vancouver International Airport

2

PROTECTED A

feedback: To Whom It May Concern:

officer who was extremely rude
was not explaining himself very clearly

this was inhumane.

border officer mistreated me.

Sincerely,

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_10_5) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/52.0.2743.116
Safari/537.36

1

PROTECTED A

From:
Sent: August 30, 2016 10:22 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: ,

family name: `

phone number: (

address:

city: l

province state:

postal code: i

country: (

time_contact-hh: 10:00

date_month: August

date_day: 27

date_year: 2016

time_hh: :

time_mm:

location: Pearson International airport

1

2 PROTECTED A they sent me for search. I watched as the lady opened up the metal sealed container and dipped her hand in .

taken advantaged of and violated

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/52.0.2743.116 Safari/537.36

From:
Sent: August 30, 2016 01:21 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address: :

city: ()

province state:

postal code: :

country:

time_contact-hh: 16:00

date_month: August

date_day: 26

date_year: 2016

time_hh:

time_mm:

location: Pearson - Canada Border Service Agency

service provider: Canada Border Service Agency



2 feedback:
Hello,

PROTECTED A

. He was being very condescending

he was being rude.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/52.0.2743.116
Safari/537.36

From:
Sent: September 3, 2016 04:26 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city: |

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: September

date_day: 02

date_year: 2016

time_hh:

time_mm:

location: Pearson Airport

service provider: CBSA Officer

2 PROTECTED A feedback: Hello,

At the port of entry, officer had asked them for a copy of correspondence letter and had insisted that there had to be a letter

the officer could use her discretion

(and not implying that there were liars)

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/52.0.2743.116
Safari/537.36

From:
Sent: September 5, 2016 07:02 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays:

time_contact-hh: 09:00

date_jour: 28

date_mois: juillet

date_annee: 2016

temp_hh: 1

temp_mm:

lieu: Aéroport Montréal - YUL

retroaction:

une agente d'immigration IRRESPECTUEUSE ET INSOLENT

1

2

PROTECTED A

impolitesse et elle emploie un ton arrogant et avec des préjugés.

Elle a été hautaine et insupportable

rrespectueux et immoral.

RACISTES.

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Macintosh; Intel Mac OS X 10.10; rv:48.0) Gecko/20100101 Firefox/48.0

From:
Sent: September 6, 2016 07:06 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 15:00

date_month: September

date_day: 06

date_year: 2016

time_hh: 1

time_mm: 1

location: montreal airport

■

2

PROTECTED A

I am still referred to secondary inspection every time (

certification: yes

Submit: Submit

Mozilla/5.0 (BB10; Touch) AppleWebKit/537.35+ (KHTML, like Gecko) Version/10.3.2.2876 Mobile Safari/537.35+

From:
Sent: September 6, 2016 10:18 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: i

first name:

family name:

phone number:

address: :

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: September

date_day: 05

date_year: 2016

time_hh:

time_mm:

location: Montreal Trudeau Airport

2

PROTECTED A

polite and professional. border agent, she was

The border agents that worked in this particular team (or shift) had no sense of urgency even though lines were very long.

-Poor service

race and gender both times. I was singled out and discriminated based on my

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/52.0.2743.116
Safari/537.36

1

PROTECTED A

From:
Sent: September 8, 2016 08:42 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: ;

first name:

family name:

phone number: ;

address:

city: |

province state:

postal code: `

country:

time_contact-hh: 12:00

date_month: September

date_day: 06

date_year: 2016

time_hh:

time_mm:

location: Toronto YYZ

he raised his voice at me

The officer was evidently rude and verbally harassed me

this officer

too raised his voice at me demanding why I was not knowledgeable enough

The officer continued to verbally assault me in a degrading and
condescending tone

The customs officer repeatedly to insult me by saying I do not know what I
am doing

Also, he continued to
insult me by saying coming into Canada is not a privilege but a right and that I clearly do not know my rights.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_10_5) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/52.0.2743.116
Safari/537.36

1

PROTECTED A

From:
Sent: August 29, 2016 01:54 PM
To: CBSA-ASFC_IT_RCMSOSg
Subject: WWW Form Submission
fmrID: rcms2016a

date of action: 2016-08-29

client type:

client first name:

client surname:

client address:

client city:

client country:

client province/state:

client postal/zip code:

client phone number:

client phone number type:

representation:

details: To whom it may concern,

■

not understanding and was at times racist,

The officer was

certification: yes

date submitted: 2016-08-29

language: english [language=1]

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_5) AppleWebKit/601.6.17 (KHTML, like Gecko) Version/9.1.1
Safari/601.6.17

From:
Sent: September 8, 2016 06:30 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address: :

city:

province state:

postal code:

country: :

date_month:

date_day: 12

date_year: 2016

time_mm: - mm -

location: TPIA-T3

1

2

(
PROTECTED A

A CBSA officer, treated me very badly. He called me "moron" more than once

officer

said to me "pack your crap" in a very derogatory tone. In addition, mocked my English language accent
He laughed with another officer about my accent.

Sincerely,

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/52.0.2743.116 Safari/537.36

1

PROTECTED A

From:
Sent: September 8, 2016 09:30 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country: (

time_contact-hh: 11:00

date_month: September

date_day: 08

date_year: 2016

time_hh:

time_mm:

location: Pearson Airport - arrivals

1

2

PROTECTED A

was bullied by the CBSA employee

he started yelling at me,

and threatened

me. He was so aggressive

the total lack of professionalism,

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 9_3_5 like Mac OS X) AppleWebKit/601.1.46 (KHTML, like Gecko) Version/9.0
Mobile/13G36 Safari/601.1

From:
Sent: September 9, 2016 01:22 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: September

date_day: 04

date_year: 2016

time_hh:

time_mm: (

location: Vancouver Airport Border

I sat and waited a while to be questioned by a control officer,
He started to absolutely grill me and the manner he asked was rude and
degradeing.
was calling me a liar,

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Trident/7.0; rv:11.0) like Gecko

From:
Sent: September 9, 2016 09:18 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state: /

postal code:

country:

time_contact-hh: 11:00

date_month: July

date_day: 28

date_year: 2016

time_hh: /

time_mm:

location: Vancouver international airport

feedback: During a interview I was numerously told by cbsa agent
and was told I was required by law to do so,

to reveal how much money I had in my bank

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 6.0.1; SAMSUNG SM-N910W8 Build/MMB29M) AppleWebKit/537.36 (KHTML, like Gecko)
SamsungBrowser/4.0 Chrome/44.0.2403.133 Mobile Safari/537.36

1

(
PROTECTED A

From:
Sent: September 10, 2016 08:53 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city: `

province state:

postal code: |

country:

time_contact-hh: 14:00

date_month: September

date_day: 09

date_year: 2016

time_hh:

time_mm: :

location: Toronto Pearson Airport

1

2

PROTECTED A

another officer started questioning me

We then spent more than an hour going through my luggage and deciding over the value and place of purchase of my belongings.

the interrogation style of questioning. .

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_10_4) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/52.0.2743.116
Safari/537.36

1

(
PROTECTED A

From:
Sent: September 10, 2016 08:08 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

date_month: September

date_day: 10

date_year: 2016

time_hh: :

time_mm:

location: Toronto airport - Terminal 3

feedback: Dear officer,

super rude and unprofessional translation service we experienced at the
immigration section.

1

2

PROTECTED A

And she shouted at me "

and then shouted at i

The immigration officer was gentle and smi!
ling \

all the officer are nice, but the translator is mad and behaved in such an
unprofessional way.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/52.0.2743.82 Safari/537.36

From:
Sent: September 12, 2016 02:57 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: September

date_day: 09

date_year: 2016

time_hh:

time_mm: (

location: Toronto Pearson Airport, Terminal 1

feedback:

█

2

PROTECTED A

was held for more than two hours at Pearson Airport by a CBSA officer c

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/52.0.2743.116 Safari/537.36

1

PROTECTED A

From: 1
Sent: September 13, 2016 12:41 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: |

phone number:

address:

city:

province state:

postal code:

country: (

date_month: September

date_day: 10

date_year: 2016

time_hh: 1

time_mm:

location: Montréal–Pierre Elliott Trudeau International Airport

feedback: To whom it may concern:

Two customs officers at Montréal–Pierre Elliott Trudeau International Airport spoke with me,

█

use a language
other than the official languages of Canada or CBSA's instruction to greet passengers in their assumed "native" language.
utmost lack of professionalism and estrangement.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/52.0.2743.116 Safari/537.36
OPR/39.0.2256.71

From: [REDACTED]
Sent: September 13, 2016 10:42 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Commentaire

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat: .

code postal: .

pays:

time_contact-hh: 17:00

date_jour: 10

date_mois: septembre

date_annee: 2016

temp_hh:

temp_mm: .

lieu: Arrivées Aéroport Internationale de Montréal - Pierre Elliott-Trudeau

fournisseur de service: Agent d'immigration

cet agent peu avenant/sympathique

| bien déplorable l'attitude de cet agent d'immigration; ı

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 10.0; WOW64; rv:48.0) Gecko/20100101 Firefox/48.0

From:
Sent: September 14, 2016 05:47 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: [REDACTED]

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: September

date_day: 13

date_year: 2016

time_hh:

time_mm:

location: Vancouver international airport

officer very nice officer polite and kind,

I

.he checked my phone, looked through my text and questioning me about non-sense, he started to humiliate me, disrespect me with no reason, he was rude and in professional.

Mr. Officer was a nice person.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 9_3_2 like Mac OS X) AppleWebKit/601.1.46 (KHTML, like Gecko) Version/9.0
Mobile/13F69 Safari/601.1

1

PROTECTED A

From:
Sent: September 14, 2016 11:58 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: [REDACTED]

first name:

family name: /

phone number:

address: /

city:

province state:

postal code:

country: /

time_contact-hh: 11:00

date_month: September

date_day: 14

date_year: 2016

time_hh:

time_mm:

location: Toronto Lester B. Pearson International Airport - Terminal I (4,971)

feedback: To Whom It May Concern,

This is a formal complaint on the conduct of CBSA's Officer [REDACTED] at Pearson airport on the indicated date.

[REDACTED] also informed me

Officer [REDACTED] then asked me (with clear irritation) about what I want,

Officer [REDACTED] then told me the following

- "I should stop insulting him and his subordinates"
- "Your fate tonight depend on how you talk to me now"
- "I can send you back all the way to the start of the line"

1- Officer [REDACTED] was yelling at me in front of a room full of [REDACTED] persons, all silent and looking at me.

2- Officer [REDACTED] was threatening me (see above). His voice and tone was very high, sharp and authoritative

There was a clear abuse of power from the part of Officer [REDACTED]

Officer's [REDACTED] was very intimidating,

[REDACTED] threatened and bullied.
Officer [REDACTED] was unprofessional and abused his authority and power.

certification: yes

Submit: Submit

Mozilla/5.0 (X11; Linux x86_64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/53.0.2785.101 Safari/537.36

From:
Sent: September 15, 2016 08:15 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: ,

first name: ,

family name:

phone number:

address:

city:

province state:

postal code: ,

country: (

date_month: September

date_day: 03

date_year: 2016

time_hh: :

time_mm:

location: Lester B. Pearson Airport

1

2 PROTECTED A r

He approach me shouting "I told you in there " with his finger pointed at the screening room.

We waited and waited. No luggage. After at least 45 min. the agent came back to us and said he checked into our situation and we were cleared to go,

Some of the staff were very nasty.

certification: yes

Submit: Submit

Mozilla/5.0 (compatible; MSIE 9.0; Windows NT 6.1; Trident/5.0)

1

PROTECTED A

From:
Sent: September 15, 2016 04:22 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: (

family name: |

phone number: (

address: ;

city:

province state:

postal code:

country:

date_month: September

date_day: 12

date_year: 2016

time_hh:

time_mm: |

location: toronto

very aggressive officer

I have three times checks and i have to answer the same questions

3

PROTECTED A

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.3; WOW64; Trident/7.0; Touch; MAARJS; rv:11.0) like Gecko

1

PROTECTED A

From: [REDACTED]
Sent: September 20, 2016 09:37 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country: Canada

date_month: September

date_day: 12

date_year: 2016

time_hh:

time_mm: 4

location: Toronto

She was rude
I was the sent into another room

for about 4hours

1

2

PROTECTED A

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/51.0.2704.79
Safari/537.36 Edge/14.14393

From:
Sent: September 22, 2016 06:56 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: September

date_day: 22

date_year: 2016

time_hh: 1

time_mm: 1

location: Vancouver

feedback: Hi there.

1

2

PROTECTED A

His tone was a bit sharp.

He asked me how long I was waiting and also mentioned that me asking was taking up seconds of his time.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_6) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/53.0.2785.116
Safari/537.36

From:
Sent: September 23, 2016 02:51 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: compliment

email2: [REDACTED]

first name:

family name:

phone number:

address: [REDACTED]

city:

province state:

postal code:

country:

date_month: September

date_day: 21

date_year: 2016

time_hh:

time_mm: [REDACTED]

location

t

service provider: Vancouver International Airport Passenger Operations

2

PROTECTED A

of the young office reception (for no obvious reason). I he gave me such a chilling rudeness

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.3; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/53.0.2785.116 Safari/537.36

1

In the attention of the CBSA Office

PROTECTED A

Officer His conduct was very unfair

Officer showed
no understanding, on the contrary he made them feel unwelcomed and jeopardized
their well-being.

- - - - -

checked luggage and was visibly unhappy Officer
mockery he used

.....

victims of discrimination.

1

PROTECTED A

From:
Sent: September 23, 2016 03:14 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: |

phone number: !

address: |

city: |

province state: |

postal code:

country:

time_contact-hh: 16:00

date_month: August

date_day: 08

date_year: 2016

time_hh: |

time_mm: !

location: Toronto Pearson International Airport Terminal one

service provider: Canada Customs

feedback:

The first Customs Agent we met curtly directed us to use the computer terminals kiosks for passport and declaration procedures.

live agent, spoke to us very crossly and rudely, saying 'Why didn't you use the kiosks, any idiot can do it.' The agent was very unapproachable, intimidating, and very unsympathetic to weary passengers. I

tried to explain that the kiosks were not working, and that the previous Customs Agent had ushered us forward to see a 'live' agent, he angrily just waved/gestured us on. speak under his breathe,

Agent be equally as cruel and rude to others behind me.

My complaint is that The Customs Agent's attitude and approach was reprehensible.

an abuse of power,

3

PROTECTED A

2

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko

4

3

PROTECTED A

From:
Sent: September 25, 2016 06:03 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: September

date_day: 21

date_year: 2016

time_hh:

time_mm:

location: cbsa vancouver airport random check, COMPLAINTSs

tracking form cargo number: Complaint

ELDER ABUSE

abuse, intimidated, rudeness, disrespect, disability
ignored, and threatened with arrest. No explanation of why :

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; rv:49.0) Gecko/20100101 Firefox/49.0

From:
Sent: September 26, 2016 12:43 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: I

phone number:

address: !

city: '

province state:

postal code:

country: '

time_contact-hh: 17:00

date_month: June

date_day: 27

date_year: 2016

time_hh:

time_mm:

location: Montreal International Airport

2

PROTECTED A

trying to conceal the money

accuse me of

officers blackmailed

An act of an evil nature and complete

exploitation of authority.

the second

officer, was rather punishing me for reasons other than the above-mentioned "declaration";
was punishing me for my accent, skin color, my name, and for the money I had.
spiteful, too jealous and bitterly envious"

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/53.0.2785.116 Safari/537.36

From:
Sent: September 26, 2016 08:59 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: |

first name:

family name:

phone number:

address:

city: |

province state:

postal code:

country:

date_month: August

date_day: 16

date_year: 2016

time_hh: :

time_mm:

location: Pearson Airport (Toronto)

tracking form cargo number: N/A

service provider: N/A

2

PROTECTED A

feedback: To whom it may concern

█

evidenced dislike for me

I was left waiting at immigration for hours |

where I and my baggage was again searched and some of my possessions were taken from me.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.3; WOW64; Trident/7.0; rv:11.0) like Gecko

4

3

PROTECTED A

1

PROTECTED A

From:
Sent: September 26, 2016 10:52 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2

first name:

family name:

phone number:

address:

city:

province state: '1

postal code:

country:

date_month: April

date_day: 15

date_year: 2015

time_hh: 1

time_mm: '4

location: Toronto Pearson Airport

feedback: Dear Officer,

2

PROTECTED A

The below incident happened over a year ago at Toronto Pearson Airport.

(1) The officer was unprofessional.

(2) Instead of doing his job, he was busy insulting his customer. Not just being unprofessional,

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/53.0.2785.116 Safari/537.36

[REDACTED]

From:
Sent: September 28, 2016 03:39 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number: !

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: August

date_day: 31

date_year: 2016

time_hh:

time_mm:

location: MONTREAL-PIERRE ELLIOTT TRUDEAU INTERNATIONAL AIRPORT

feedback:

█

2

PROTECTED A

he became rude

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; rv:49.0) Gecko/20100101 Firefox/49.0

1

PROTECTED A

From:
Sent: September 29, 2016 04:43 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city: ''

province state: ''

postal code:

country:

time_contact-hh: 10:00

date_month: September

date_day: 27

date_year: 2016

time_hh:

time_mm:

location: Toronto Airport

feedback:

█

2 PROTECTED A

the customs worker screamed really loudly "STOP".

anywhere?" I
and then yelled again to turn right.
yelled back again "because I told you to".

He then screamed again, "Do you think you can just place that card
he stared at us,
He

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/53.0.2785.116
Safari/537.36

1

PROTECTED A

From:
Sent: October 1, 2016 12:12 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: |

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: September

date_day: 30

date_year: 2016

time_hh:

time_mm:

location: Pearson Airport, Toronto

2

PROTECTED A

feedback:

The second agent was not just unhelpful, he was downright threatening.

was his behaviour offensive

His racist anti semite provocations are also noted.

Attempting to intimidate and humiliate and threatening harm is unacceptable.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_6) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/53.0.2785.116
Safari/537.36

From:
Sent: October 2, 2016 10:35 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state: '

postal code:

country

date_month: September

date_day: 26

date_year: 2016

time_hh:

time_mm:

location: Toronto Pearson Airport

feedback: Good Day,

█

he was very rude and his tone was frankly inappropriate. I

felt he was either sexist or racist v

in a rude tone,

He states

He was very rude and loud.

disrespectful ;

he was very

3

certification: yes

PROTECTED A

2

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_6) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/53.0.2785.116
Safari/537.36

4

3

PROTECTED A

From:
Sent: October 3, 2016 02:16 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: October

date_day: 02

date_year: 2016

time_hh:

time_mm:

location: (

1

2 PROTECTED A

He was nasty and arrogant and purposely went slower

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 9_3_5 like Mac OS X) AppleWebKit/601.1.46 (KHTML, like Gecko) Version/9.0 Mobile/13G36
Safari/601.1

1

PROTECTED A

From:
Sent: October 4, 2016 05:37 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: |

phone number: :

address:

city:

province state:

postal code:

country:

time_contact-hh: 16:00

date_month: September

date_day: 22

date_year: 2016

time_hh:

time_mm

location: Vancouver Airport

feedback:

1

2

PROTECTED A

The Immigration Officer started yelling at me,

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64; rv:49.0) Gecko/20100101 Firefox/49.0

From:
Sent: October 4, 2016 05:38 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code: \

country:

time_contact-hh: 16:00

date_month: September

date_day: 22

date_year: 2016

time_hh:

time_mm:

location: Vancouver Airport

feedback:

1

2

PROTECTED A

– The Immigration Officer was yelling

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64; rv:49.0) Gecko/20100101 Firefox/49.0

From:
Sent: October 4, 2016 05:40 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name: |

phone number: .

address:

city: '

province state:

postal code:

country:

time_contact-hh: 16:00

date_month: September

date_day: 22

date_year: 2016

time_hh:

time_mm:

location: Vancouver Airport

feedback:

2

PROTECTED A

- The abusive Immigration Officer who was the one to yell at me

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64; rv:49.0) Gecko/20100101 Firefox/49.0

1

PROTECTED A

From:
Sent: October 4, 2016 09:32 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: '

phone number:

address

city:

province state:

postal code:

country: '

time_contact-hh: 12:00

date_month: September

date_day: 25

date_year: 2016

time_hh: 1

time_mm: 1

location: Toronto

1

2

PROTECTED A

service provider: Passports check in point

feedback:

At the passports check points in Toronto International Airport

the officer at the point was really offensive Where he kept asking me plenty of questions

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/53.0.2785.143
Safari/537.36

1

PROTECTED A

From:
Sent: October 6, 2016 05:31 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 14:00

date_month: October

date_day: 05

date_year: 2016

time_hh: :

time_mm: :

location: yyz - Toronto pierson airport

1

2 PROTECTED A feedback: |
officer behavior was so rude, she did not like to answer at all

the

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/53.0.2785.143
Safari/537.36

From:
Sent: October 7, 2016 11:26 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays:

time_contact-hh: 12:00

date_jour: 06

date_mois: octobre

date_annee: 2016

temp_hh:

temp_mm:

lieu: Aéroport Montréal Trudeau

fournisseur de service: Douane Canada

2

PROTECTED A

■

retroaction:
5. 11. 1

L'agente me tutoyait et blasphémait.

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 6.3; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/53.0.2785.143
Safari/537.36

4

3

PROTECTED A

1

PROTECTED A

From:
Sent: October 8, 2016 09:44 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number: !

address:

city:

province state:

postal code:

country:

time_contact-hh: 13:00

date_month: October

date_day: 02

date_year: 2016

time_hh:

time_mm: !

location: Toronto Pearson Airport

feedback:

█

2

PROTECTED A

Exhaling with frustration, grabbing my passport away from me, then instead handing my passport in my hand he throws it on the counter and continues to ignore me"

he proceeded with
mocking me to his co-worker

mock me, throw my passport on the counter towards me, and yell at me

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/53.0.2785.116
Safari/537.36

1

PROTECTED A

From:
Sent: October 8, 2016 11:54 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 13:00

date_month: October

date_day: 07

date_year: 2016

time_hh:

time_mm:

location: MONTREAL-PIERRE ELLIOTT TRUDEAU INTERNATIONAL AIRPORT

feedback:

■

The Agent,
condescending, rude and intimidating

But she didn't let me speak, her response was "zzz", "zzz", basically telling me to shut up.
while talking to me in a condescending manner, she was one that had the power.

her answer " CE N'EST PAS LE TEMPS DE ME
DEMANDER DES QUESTIONS DE MÊME, JE PEUX ENCORE CHANGER MON AVIS ET VOUS IMPOSER L'AMANDE,

3

PROTECTED A

2

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_6) AppleWebKit/602.1.50 (KHTML, like Gecko) Version/10.0
Safari/602.1.50

4

3

PROTECTED A

From:
Sent: October 8, 2016 07:27 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: October

date_day: 08

date_year: 2016

time_hh:

time_mm:

location: Toronto Pearson International Airport

feedback: To whom it may concern,

█

2

PROTECTED A

her manner changed from standoffish to downright insulting,

lack of professionalism and respect, |

and unprofessional - The environment created by officer as well as her onlooking colleagues, was hostile

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/53.0.2785.143
Safari/537.36

From:
Sent: October 12, 2016 08:45 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: ;

first name

family name:

phone number: (

address:

city: !

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: September

date_day: 10

date_year: 2016

time_hh: (

time_mm: ;

location: Vancouver International Airport

service provider: CBSA customs officer

1

2 PROTECTED A feedback: "

The customs officer \
was very rude and stand off-ish.

She

and visit family. Then her next question was!
very rude "

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; rv:48.0) Gecko/20100101 Firefox/48.0

From:
Sent: October 14, 2016 06:10 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city: !

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: October

date_day: 13

date_year: 2016

time_hh: 1

time_mm: 1

location: CBSA agent l

service provider: CBSA Agent

2

PROTECTED A feedback:



gesture on the ground.

made a spitting

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_0_2 like Mac OS X) AppleWebKit/602.1.50 (KHTML, like Gecko) Version/10.0
Mobile/14A456 Safari/602.1

From:
Sent: October 15, 2016 03:02 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number: .

address: .

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: October

date_day: 10

date_year: 2016

time_hh: (

time_mm:

location: Toronto

service provider: Airport

1

2

PROTECTED A feedback:

The officer ' was extremely intense intimidating and rude towards me.

He was very rude. He looked angry. He scowled at me the entire

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 6.0; MotoG3 Build/MPI24.65-25.1) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/53.0.2785.124 Mobile Safari/537.36

From:
Sent: October 15, 2016 04:50 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state: (

postal code:

country:

time_contact-hh: 09:00

date_month: October

date_day: 07

date_year: 2016

time_hh: (

time_mm: (

location: Toronto Pearson

feedback: I

1

2 PROTECTED A

The officers can't give me a reason why I have been flagged, i

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_0_1 like Mac OS X) AppleWebKit/602.1.50 (KHTML, like Gecko) Version/10.0
Mobile/14A403 Safari/602.1

1

PROTECTED A

Recourse Directorate
Direction des recours
RECEIVED - REÇU

SEP 13 2016

File No. _____

Ref. _____

September 5, 2016

Canada Border Services Agency

Recourse Directorate

1686 Woodward Ave.

Ottawa, Ontario

K1A0L8

RE: Point of Entry 4971

I was pulled aside by customs and was being questioned about my bags.

The officer asked about my bag being a brand name,

1

PROTECTED A

From:
Sent: October 17, 2016 02:49 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: |

first name:

family name:

phone number: :

address:

city:

province state:

postal code:

country

time_contact-hh: 13:00

date_month: October

date_day: 15

date_year: 2016

time_hh:

time_mm

location: Pearson terminal 3

feedback:

1

2 PROTECTED A supervisor wss being a bully and yelled at me
It was very belittling and unprofessional. '

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 6.0; MotoG3 Build/MP124.65-25) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/53.0.2785.124 Mobile Safari/537.36

From:
Sent: October 19, 2016 02:02 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2: 1

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays:

time_contact-hh: 13:00

date_jour: 29

date_mois: mai

date_annee: 2016

temp_hh:

temp_mm:

lieu: Toronto Airport

retroaction:

1

2

PROTECTED A

1-

immigration officer because my passport have a flag

2-

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_3) AppleWebKit/601.4.4 (KHTML, like Gecko) Version/9.0.3
Safari/601.4.4

From:
Sent: October 19, 2016 06:44 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code: - - - - -

country: - - - - -

time_contact-hh: 09:00

date_month: October

date_day: 18

date_year: 2016

time_hh:

time_mm:

location: Vancouver International Airport

feedback: My complaint is in regard the attitude and tone of Officer at Vancouver Airport

1

2

PROTECTED A

Not professional, rude, Officer was rude :

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/46.0.2486.0
Safari/537.36 Edge/13.10586

From:
Sent: October 22, 2016 01:35 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state: :

postal code:

country:

time_contact-hh: 09:00

date_month: September

date_day: 20

date_year: 2016

time_hh:

time_mm

location: Vancouver

feedback

-He used a LOUD RUDE voice

1

2

PROTECTED A

He used an extremely rude pushy way in talking.

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 4.4.2; 4024E Build/KOT49H) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/53.0.2785.124 Mobile Safari/537.36

From:
Sent: October 23, 2016 01:37 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmlD: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat: |

code postal:

pays: |

time_contact-hh: 10:00

date_jour: 13

date_mois: August

date_annee: 2016

temp_mm: - mm -

lieu: Aéroport de TORONTO

retroaction: Madame, Monsieur,

fouille

Les 5 heures d'interrogatoires et de
/ compris les allégations de maltraitance.

3

PROTECTED A

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko

From:
Sent: October 23, 2016 08:22 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

identification: victim

confirm:

first_name:

family_name:

phone:

address:

city:

province_state: l

postal_zip:

country:

time_hh: 11

time_mm: 00

date_month: -

date_day: -

date_year: -

time_mm2: - mm -

information: on

feedback: To Whom It May Concern,

1

2

PROTECTED A

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/53.0.2785.143
Safari/537.36

From:
Sent: October 26, 2016 12:34 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: October

date_day: 25

date_year: 2016

time_hh: :

time_mm:

location: Pearson airport customs

service provider: Canadian customs

1

2 PROTECTED A feedback:

asked a load of questions. (while of questioning

I then was
After a

15-06-2014 14:00:00 (UTC-0400) [REDACTED]

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 10_0_2 like Mac OS X) AppleWebKit/602.1.50 (KHTML, like Gecko) Version/10.0
Mobile/14A456 Safari/602.1

From:
Sent: October 27, 2016 10:43 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: ;

first name:

family name: '

phone number: 5

address:

city:

province state:

postal code:

country:

time_contact-hh: 13:00

date_month: October

date_day: 12

date_year: 2016

time_hh:

time_mm

location: YVR Internation Airport

1

2

PROTECTED A

feedback: Dear Sir / Mdm,

the officer has rudely and giving us a stunned look, "No, I don't need you here."

she has replied rudely and asked me to leave and not to disturb her.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko

1

PROTECTED A

From:
Sent: October 27, 2016 11:35 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmlD: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: (

first name

family name

phone number:

address

city:

province state: (

postal code:

country:

time_contact-hh: 14:00

date_month: November

date_day: 13

date_year: 2015

time_hh:

time_mm: (

location: MONTREAL-PIERRE ELLIOTT TRUDEAU INTERNATIONAL AIRPORT

feedback: I'm writing to report CBSA Officer ,
enforcement

misbehavior and unprofessional

1

2

PROTECTED A

Repeatedly used fabricated details and untrue descriptions in his narrative report;
Used quotation of my words out of the context in his narrative report;
Made false statements in his following response after I pointed out his misbehavior; Provided
false information for appeal process;
Illegally seized personally articles (

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/49.0.2623.75 Safari/537.36

PROTECTED A

From:
Sent: October 30, 2016 05:58 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country

time_contact-hh: 17:00

date_month: October

date_day: 28

date_year: 2016

time_hh:

time_mm:

location: pearson terminal three

tracking form cargo number: n a

1

1

PROTECTED A service provider: n a

feedback: there were aprox. 10 staff chatting... i was ignored

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 5_1_1 like Mac OS X) AppleWebKit/534.46 (KHTML, like Gecko) Version/5.1 Mobile/9B206
Safari/7534.48.3

From:
Sent: October 31, 2016 03:26 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille: l

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays

time_contact-hh: 13:00

date_jour: 31

date_mois: octobre

date_annee: 2016

temp_hh:

temp_mm: :

lieu: Aeroport de Montreal PET

retroaction: Madame,Monsieur,

1

2

PROTECTED A

À mon retour de voyage tout à l'heure, on a ouvert mes valises. L'agente de la douane m'a accusé d'avoir menti dans ma déclaration

un abus

de pouvoir , un non sens.

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Macintosh; Intel Mac OS X 10.11; rv:49.0) Gecko/20100101 Firefox/49.0

From:
Sent: November 2, 2016 04:13 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: November

date_day: 01

date_year: 2016

time_hh:

time_mm:

location: 821 YVR Airport

feedback:

1

2 PROTECTED

he became aggressive.

The Canadian front line customs agents I delt with are arrogant. They need to do thorough research prior to making conclusions.

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 10_0_2 like Mac OS X) AppleWebKit/602.1.50 (KHTML, like Gecko) Version/10.0
Mobile/14A456 Safari/602.1

From:
Sent: November 2, 2016 09:49 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

identification: victim

confirm: .

first_name:

family_name:

phone:

address:

city: !

province_state:

postal_zip: \

country:

time_hh: 01

time_mm: 30

staff_contact: CBSA

date_month: October

date_day: 31

date_year: -

time_hh:

time_mm

information: on

participation: on

protection: on

location: Richmond airport

1

2

PROTECTED A

feedback: why the CBSA sent me to secondary inspection

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 7.0; Nexus 5X Build/NBD90W) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/54.0.2840.68 Mobile Safari/537.36

PROTECTED A

Recourse Directorate Direction des recours RECEIVED - REÇU NOV 03 2016 <i>PB</i> File No. _____ Ref. _____
--

Recourse Directorate
Canada Border Service Agency
Ottawa ON
K1A 0L8

To whom it may concern:

like a criminal :

Once I get to the counter I am then treated

This happens every time I enter the port into Canada.

1) Recourse Directorate
Canada Border Service Agency
Ottawa ON
K1A 0L8

PROTECTED A

From: Montpellier, Manon on behalf of CBSA-ASFC_RDGO-BDGR-QUE
Sent: November 4, 2016 09:38 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Cc: CBSA-ASFC_RDGO-BDGR-QUE
Subject: CFN XXXXX -

Bonjour Marshall,

SVP enregistrer cette plainte.

Merci

Manon Montpellier

Agente régionale des programmes, Division des services corporatifs et des programmes, Région du Québec Coordonnatrice régionale – plaintes

Agence des services frontaliers du Canada | Gouvernement du Canada

manon.montpellier@cbsa-asfc.qc.ca | Tél: 514-283-8700 x 6016 | ATS : 866-335-3237

Regional Program Officer, Corporate and Program Services Division

Regional Coordinator – complaints

Canada Border Services Agency | Government of Canada manon.montpellier@cbsa-asfc.qc.ca

| Tel: 514-283-8700 x 6016 | TTY : 866-335-3237

De : Perreault, Karine
Envoyé : 3 novembre, 2016 3:11
À : CBSA-ASFC_RDGO-BDGR-QUE
Cc : Perreault, Karine
Objet : TR: Aéroports de Montréal -

Bonjour Manon,

Svp, faire numéroté cette plainte.

Merci

Karine Perreault

Adjointe administrative, District des aéroports – Région du Québec Agence des services frontaliers du Canada | Gouvernement du Canada

karine.perreault@cbsa-asfc.qc.ca | Tél: 514-633-7702 | ATS: 866-335-3237

Administrative Assistant, Airports District – Quebec Region Canada Border Services Agency | Government of Canada [karine.perreault@cbsa-](mailto:karine.perreault@cbsa-asfc.qc.ca)

asfc.qc.ca | Tel: 514-633-7702 | TTY: 866-335-3237

De : QUE-PET, Programmes
Envoyé : 2 novembre, 2016 3:32

PROTECTED A

À : Perreault, Karine

Objet : TR: Aéroports de Montréal -

Bonjour Karine,

Plainte reçu d'ADM.

Charlene Attong

Agente régionale int. des programmes, Division des services corporatifs et des programmes, Région du Québec
Agence des services frontaliers du Canada | Gouvernement du Canada
Charlene.Attong@cbsa-asfc.gc.ca | Tél : 514-633-7816 | ATS : 866-335-3237

A/ Regional Program Officer, Corporate and Program Services Division, Quebec Region Canada
Border Services Agency | Government of Canada
Charlene.Attong@cbsa-asfc.gc.ca | Tel: 514-633-7816 | TTY: 866-335-3237

De : YULClientele [<mailto:YULClientele@admtl.com>]

Envoyé : November 2, 2016 3:15 PM

À : QUE-PET, Programmes

Objet : TR: Aéroports de Montréal - I

Bonjour,

Je vous transmets ce commentaire pour votre suivi.

Merci,

AÉROPORTS DE MONTRÉAL

Anne-Marie Urban

Agente, Relations clients

Officer, Customer Relations

800, place Leigh-Capreol, bureau 1000

Dorval (Québec) CANADA H4Y 0A5 WWW.ADMTL.COM

De :

Envoyé : 20 octobre 2016 12:41

À : YULClientele <YULClientele@admtl.com>;

: Re: Aéroports de Montréal -

Objet

PROTECTED A

Le Mardi 18 octobre 2016 16h27, YULClientele <YULClientele@admtl.com> a écrit :

Bonjour

Nous avons bien reçu votre commentaire. Cependant, afin d'y de le faire suivre à l'agence appropriée,

Merci,

AÉROPORTS DE MONTRÉAL
Anne-Marie Urban
Agente, Relations clients
Officer, Customer Relations
800, place Leigh-Capreol, bureau 1000
Dorval (Québec) CANADA H4Y 0A5
WWW.ADMTL.COM

De : no-reply@admtl.com [mailto:no-reply@admtl.com]

Envoyé : 17 octobre 2016 19:11

À : YULClientele <YULClientele@admtl.com>

Objet : 67148 - Commentaire -

Data from form "Commentaires" was received on October 17, 2016, 19:11.

Nature commentaire	Commentaire
Motif visite	Vol de correspondance
Services gouvernementaux	Douanes-immigration canadienne
Compagnie aerienne	
Numéro de vol	
Transporteur	
Acces et transports	
Stationnement	
Aerogare	
Resto et shopping	
Site web	0
Sujet	autre

PROTECTED A

Date evenement	2016-10-17
Civilité	
Nom	
Prénom	
Adresse	
Ville	
Province / État	
Code postal	
Pays	
Téléphone	
Courriel	
Commentaires	<p>À la douane on m'a posé des questions</p> <p>C'est du racisme</p>
Reponse requise	1
Langue	fr

PROTECTED A

The CBS employee was sitting back in his chair with his feet up on the counter.

totally unprofessional

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 5.0.1; SGH-I337M Build/LRX22C) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/54.0.2840.68 Mobile Safari/537.36

From:
Sent: November 10, 2016 03:31 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: October

date_day: 26

date_year: 2016

time_hh:

time_mm: .

location: YVR

feedback:

Description of events:

in a rude and bully-ish manner on behalf of officer
unnecessary rude questioning and search

- a) repeating his questions
- b) his sarcastic and rude demeanor in asking of repeated questions
- d) his unwillingness to obtain a supervising officer

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; rv:49.0) Gecko/20100101 Firefox/49.0

From:
Sent: November 10, 2016 08:40 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: |

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: November

date_day: 09

date_year: 2016

time_hh: 1

time_mm:

location: Toronto (YYZ) Pearson Airport

1

2 PROTECTED A feedback:

officers attitude and demeanour with dealing with the public.

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 10_1_1 like Mac OS X) AppleWebKit/600.1.4 (KHTML, like Gecko) GSA/20.3.136880903
Mobile/14B100 Safari/600.1.4

From:
Sent: November 12, 2016 12:29 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number: -

address: /

city:

province state:

postal code:

country:

time_contact-hh: 15:00

date_month: October

date_day: 17

date_year: 2016

time_hh: 1

time_mm:

location: Toronto

feedback: Good day,

1

2

PROTECTED A

he got all worked up

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_1_1 like Mac OS X) AppleWebKit/602.2.14 (KHTML, like Gecko) Version/10.0
Mobile/14B100 Safari/602.1

Payette, Ryan

From:
Sent: November 12, 2016 02:54 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2: .

prenom: i

nom de famille:

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays: ' .

time_contact-hh: 11:00

date_jour: 11

date_mois: novembre

date_annee: 2016

temp_hh: 2

temp_mm:

lieu: Dorval

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_10_5) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/54.0.2840.71 Safari/537.36

Mcphail, Marshall

From:
Sent: Saturday, November 12, 2016 8:55 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number: (

address:

city: I

province state:

postal code:

country: -

time_contact-hh: 14:00

date_month: November

date_day: 11

date_year: 2016

time_hh:

time_mm

location: Yvr airport

feedback: |

1

2 PROTECTED A

very unimpressed about the handling and treatment to a returning Canadians things.

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 9_3_2 like Mac OS X) AppleWebKit/600.1.4 (KHTML, like Gecko) GSA/20.3.136880903
Mobile/13F69 Safari/600.1.4

From: GTAR Correspondence RDGO / RGT Correspondance BDGR (CBSA/ASFC)
Sent: November 14, 2016 03:05 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Cc: GTAR Correspondence RDGO / RGT Correspondance BDGR (CBSA/ASFC)
Subject: Complaint
CFN Please.

From: LDNCBSA-ASFC@international.gc.ca [<mailto:LDNCBSA-ASFC@international.gc.ca>]
Sent: November 14, 2016 10:55 AM
To: CBSA-ASFC_GTAR-RGT_Correspondence-Correspondance_Pass_Ops
Subject: FW: Cbsa complaint

Hello YYZ,

Please see below complaint FYA.

Our reply to the client is also below.

Cheers,
Geoff

Geoffrey Cooper

Canada Border Services Agency (CBSA) | Agence des services frontaliers du Canada (ASFC) | Liaison Officer Assistant | Assistant à l'agent de liaison | High Commission of Canada, London / Haut commissariat du Canada, Londres | Canada House / Maison du Canada Trafalgar Square SW1Y 5BJ | United Kingdom | Royaume uni | geoffrey.cooper@international.gc.ca | Tel: +44 (0) 20 7004 6209 | Fax: +44 (0) 20 7004 6217 | Government of Canada | Gouvernement du Canada | @CanadianUK | @CanadienRU | www.unitedkingdom.gc.ca | www.royaume-uni.gc.ca

From:
Sent: November 14, 2016 3:42 PM

2

PROTECTED A

To: LDN (CBSA-ASFC)
Cc:
Subject: Re: Cbsa complaint

I was bullied and abused

On 14 Nov 2016, at 07:09, <LDNCBSA-ASFC@international.gc.ca>
<LDNCBSAASFC@international.gc.ca> wrote:

Should you wish to communicate any difficulties experienced directly with the CBSA at the destination of your arrival into Canada, you may visit the CBSA website and complete a feedback form, indicating the appropriate location section: www.cbsa-asfc.gc.ca/contact/feedback-retroaction-eng.html . The CBSA takes complaints seriously, so please ensure that you include all relevant information and appropriate contact details.

Sincerely,
Canada Border Services Agency (CBSA) Liaison Office

3

High Commission of Canada, London

PROTECTED A

From:

Sent: November-12-16 12:54 AM

To: Geddes, Carol -DUBLN -CS **Subject:**

Fwd: Cbsa complaint

Begin forwarded message:

From:

Date: 11 November 2016 at 19:37:26 GMT-5

To: nathalie.desbiens@international.gc.ca

Cc:

Subject: Cbsa complaint

Nathalie

justify a search etc

From:
Sent: November 4, 2016 01:57 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: (

family name:

phone number: (

address:

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: November

date_day: 03

date_year: 2016

time_hh:

time_mm

location: Toronto Airport Secondary Inspection, booth number

feedback: Dear Sir/Madam,

2

PROTECTED A

Canada Border Services

Agent at the secondary inspection at Calgary airport, :

She was rude, arrogant and disrespectful.
has mentioned that I have to answer all her questions,

ind she

rude by threatening me not to let me in Canada.
threatening me the same way

she got

Calgary Airport secondary inspection was

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/46.0.2486.0
Safari/537.36 Edge/13.10586

From: CBSA-ASFC_Appeals-Appels
Sent: November 15, 2016 02:17 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FW: Online submission has been processed

Thanks,

Ashlee Bradbury

Appeals Processing Assistant, Corporate Affairs Branch Canada Border
Services Agency / Government of Canada ashlee.bradbury@cbsa-asfc.gc.ca / Tel: 343-291-7236 / TTY: 866-335-3237

Ajointe aux traitements des appels, Direction générale des services intégrés Agence
des services frontaliers du Canada / Gouvernement du Canada
ashlee.bradbury@cbsa-asfc.gc.ca / Tél. : 343-291-7236 / ATS : 866-335-3237

From: RCMS-SGRR@cbsa-asfc.gc.ca [mailto:RCMS-SGRR@cbsa-asfc.gc.ca]
Sent: November 8, 2016 8:05 PM
To: CBSA-ASFC_Appeals-Appels; CBSA-ASFC_RCMS-SGRR
Subject: Online submission has been processed

RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

[Launch RCMS Enforcement](#)

Notification de SGRR Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous.

Ouvrir SGRR Exécution de la loi

PROTECTED A

fmrID: rcms2016b

date ttp action: 2016-08-09

client type: individual [appellantType=1]

client first name:

client surname:

client address:

client city:

client country: (

client province/state: (

client postal/zip code:

client phone number:

client phone number type:

representation: No [representation=0]

detailsField: was harassed by an agent.

certificationField: yes

date submitted: 2016-11-07

language: english [language=1]

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_6) AppleWebKit/601.7.7 (KHTML, like Gecko) Version/9.1.2 Safari/601.7.7

PROTECTED A

Recourse Directorate Direction des recours RECEIVED - REÇU NOV 16 2016 <i>PB</i> File No. _____ Ref. _____
--

Canada Border Services Agency
Ottawa ON K1A 0L8
Canada

October 24, 2016

Re: Complaint About Treatment

Dear Sirs:

pulled aside for secondary inspection. I was detained for over 8 hours

Protected A

CBSA-ASFC_Complaints_Unit-Division_des_plaintes

From: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Sent: November 18, 2016 01:15 PM
To: CBSA-ASFC RDGO-BDGR-QUE
Subject:
Attachments:

*** La version française suit ***

: as requested

Please ensure the related service standards are respected:

Complaint contact due date (14 calendar days): Dec 01,2016

Complaint response due date (40 calendar days): Dec 27, 2016

Please send closing documents including a completed Complaint Input Form, a Record of Call (if resolved by phone) and/or a copy of the complaint response, to the Complaints Unit mailbox at CBSA-ASFC Complaints Unit-Division des plaintes

**** Version française ****

: tel que demandé

Veuillez-vous assurer que les normes de services suivantes sont respectées :

Date limite pour la communication initiale avec le plaignant (14 jours civils) : Dec 01,2016

Date limite pour la réponse de l'Agence au plaignant (40 jours civils) : Dec 27, 2016

Veuillez envoyer les documents de fermeture incluant le formulaire de saisie des données des plaintes, la fiche d'appel (si la plainte a été résolue par téléphone), et/ou la réponse écrite à la boîte aux lettres de l'Unité des plaintes: CBSA-ASFC Complaints Unit-Division des plaintes.

From: Polisena, Laura **On Behalf Of** CBSA-ASFC_RDGO-BDGR-QUE
Sent: November 17, 2016 9:59 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Cc: CBSA-ASFC_RDGO-BDGR-QUE
Subject: TR: Plainte

Bonjour,

1

Protected A

S'il vous plaît enregistrer cette plainte pour notre région.

Merci,

Laura Polisena

Adjointe administratif, Division des services corporatifs et des programmes, Région du Québec

Agence des services frontaliers du Canada | Gouvernement du Canada

laura.polisena@cbsa-asfc.gc.ca | Tél : 514-283-8700 x 8377 | ATS : 866-335-3237

Administrative assistant, Corporate and Program Services Division, Quebec Region
Canada Border Services Agency | Government of Canada

laura.polisena@cbsa-asfc.gc.ca | Tel : 514-283-8700 x 8377 | ATS : 866-335-3237

De : Perreault, Karine

Envoyé : 17 novembre, 2016 9:19

À : CBSA-ASFC_RDGO-BDGR-QUE

Cc : Perreault, Karine

Objet : Plainte

Bonjour Manon,

Svp, faire numéroté cette plainte.

Merci

Karine Perreault

Adjointe administrative, District des aéroports – Région du Québec Agence
des services frontaliers du Canada | Gouvernement du Canada

karine.perreault@cbsa-asfc.gc.ca | Tél: 514-633-7702 | ATS: 866-335-3237

Administrative Assistant, Airports District – Quebec Region Canada Border
Services Agency | Government of Canada karine.perreault@cbsa-

asfc.gc.ca | Tel: 514-633-7702 | TTY: 866-335-3237

Protected A

CBSA-ASFC_Complaints_Unit-Division_des_plaintes

From:
Sent: November 17, 2016 12:05 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: November

date_day: 07

date_year: 2016

time_hh: (

time_mm:

location: Toronto Airport (YYZ)

tracking form cargo number:

1

Protected A service

feedback:

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64; rv:49.0) Gecko/20100101 Firefox/49.0

Protected A

CBSA-ASFC_Complaints_Unit-Division_des_plaintes

From:
Sent: November 17, 2016 02:49 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmlID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: November

date_day: 13

date_year: 2016

time_hh:

time_mm: - mm -

feedback: Dear CBSA,

1

Protected A On
repeatedly identified and stopped for additional screening '

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_6) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/54.0.2840.71
Safari/537.36

Payette, Ryan

From:
Sent: November 18, 2016 08:00 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: |

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: November

date_day: 16

date_year: 2016

time_hh: 1

time_mm:

location: YVR

service provider: CBSA

feedback: Complaint re: Officer [REDACTED] at YVR.

[REDACTED] he became agitated and his tone changed.

Officer [REDACTED] had several commentary/rhetorical questions, [REDACTED] he grew more agitated and continued his behavior of muttering, [REDACTED]

My complaint centers around Officer
attitude and behavior, the way he spoke to me. It was arrogant, rude and condescending.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_4) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/50.0.2661.94
Safari/537.36

Payette, Ryan

From:
Sent: November 20, 2016 02:19 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: [REDACTED]

first name:

family name:

phone number:

address:

city:

province state: [REDACTED]

postal code:

country:

time_contact-hh: 12:00

date_month: November

date_day: 19

date_year: 2016

time_hh: [REDACTED]

time_mm: - mm -

location: Pearson International airport

1

feedback: ·

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_7_5) AppleWebKit/537.78.2 (KHTML, like Gecko) Version/6.1.6
Safari/537.78.2

PROTECTED A

From:
Sent: November 21, 2016 06:12 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

date_month: October

date_day: -

date_year: -

time_mm: - mm -

location: vancouver airport

feedback:

PROTECTED A

charged

officer

went off the handle and threatened to have me

threatened to have me charged \

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/54.0.2840.99 Safari/537.36

PROTECTED A

From: [REDACTED]
Sent: November 22, 2016 12:04 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: compliment

email2

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

date_month: October

date_day: 22

date_year: 2016

time_hh: 1

time_mm: 1

location: toronto air port

feedback:

it will get fine

the officer say

PROTECTED A

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64; rv:50.0) Gecko/20100101 Firefox/50.0

From:
Sent: November 23, 2016 02:53 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: |

phone number:

address:

city:

province state:

postal code:

country

time_contact-hh: 09:00

date_month: November

date_day: 22

date_year: 2016

time_hh:

time_mm:

location: vancouver immigration (yvr)

1

2

PROTECTED A

service provider: canada post

feedback:

vancouver immigration(yvr) wrote my expiry date,
I think there was a mistake

2016/06/16/06/16/16

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_12) AppleWebKit/602.1.50 (KHTML, like Gecko) Version/10.0 Safari/602.1.50

From:
Sent: November 24, 2016 12:02 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: October

date_day: 21

date_year: 2016

time_hh:

time_mm:

feedback: Hello.

1

2

PROTECTED A

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko

PROTECTED A

From:
Sent: November 27, 2016 01:18 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name: '

family name:

phone number:

address: .

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: November

date_day: 18

date_year: 2016

time_hh: 2

time_mm

location: Montreal Airport (YUL)

feedback:

PROTECTED A

Our treatment by both Canadian immigration and the Customs officials at Montreal airport, was rude, unwelcoming, and unnecessarily inconvenient

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; rv:50.0) Gecko/20100101 Firefox/50.0

PROTECTED A

From: [REDACTED]
Sent: November 27, 2016 03:17 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays:

date_jour: 26

date_mois: novembre

date_annee: 2016

temp_hh:

temp_mm:

lieu: Aeroport Trudeau

retroaction:

PROTECTED A

Cette personne s'est adressé à moi sur un ton arrogant, méprisant et condescendant, rien de moins. !

attestation: yes

Submit: Soumettre

Mozilla/5.0 (iPad; CPU OS 9_3_5 like Mac OS X) AppleWebKit/601.1.46 (KHTML, like Gecko) Version/9.0 Mobile/13G36
Safari/601.1

Payette, Ryan

From:
Sent: November 28, 2016 11:50 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: |

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: November

date_day: 20

date_year: 2016

time_hh:

time_mm: |

location: Toronto Airport YYZ

feedback:

treated like criminals, I
chosen to be the target

We were
: I was randomly

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.3; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/54.0.2840.99 Safari/537.36

Payette, Ryan

From: Montpellier, Manon on behalf of CBSA-ASFC_RDGO-BDGR-QUE
Sent: November 28, 2016 01:04 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Cc: CBSA-ASFC_RDGO-BDGR-QUE
Subject: TR:

Bonjour, svp enregistrer cette plainte et l'acheminer par la suite au bureau du VP pour assignation à notre région.

Merci

Manon Montpellier

Agente régionale des programmes, Division des services corporatifs et des programmes, Région du Québec
Coordonnatrice régionale – plaintes
Agence des services frontaliers du Canada | Gouvernement du Canada manon.montpellier@cbsa-asfc.gc.ca
| Tél: 514-283-8700 x 6016 | ATS : 866-335-3237

Regional Program Officer, Corporate and Program Services Division Regional
Coordinator – complaints
Canada Border Services Agency | Government of Canada manon.montpellier@cbsa-asfc.gc.ca
| Tel: 514-283-8700 x 6016 | TTY : 866-335-3237

De : Perreault, Karine
Envoyé : 28 novembre, 2016 11:41
À : CBSA-ASFC_RDGO-BDGR-QUE
Cc : Perreault, Karine
Objet :

Bonjour,

Svp faire numéroter cette plainte.

Merci

Karine Perreault

Adjointe administrative, District des aéroports – Région du Québec Agence
des services frontaliers du Canada | Gouvernement du Canada
karine.perreault@cbsa-asfc.gc.ca | Tél: 514-633-7702 | ATS: 866-335-3237

Administrative Assistant, Airports District – Quebec Region Canada Border
Services Agency | Government of Canada [karine.perreault@cbsa-](mailto:karine.perreault@cbsa-asfc.gc.ca)
asfc.gc.ca | Tel: 514-633-7702 | TTY: 866-335-3237

De : QUE-PET, Programmes
Envoyé : 28 novembre, 2016 10:57
À : Perreault, Karine

Objet : TR: SGC :

Bonjour Karine,
Il faudrait ouvrir une plainte avec ce commentaire.
Merci,

Catherine

Catherine Renaud

Agente régionale des programmes, Services opérationnels, Division des services corporatifs et des programmes, Région du Québec

Agence des services frontaliers du Canada / Gouvernement du Canada catherine.renaud@asfc.gc.ca
/ Tél.: 514-633-7815 / ATS: 866-335-3237

Regional Programs Officer, Operational Services, Corporate and Program Services Division, Quebec Region
Canada Border Services Agency / Government of Canada
catherine.renaud@asfc.gc.ca / Tel.: 514-633-7815 / TTY: 866-335-3237

De : YULClientele [<mailto:YULClientele@admtl.com>]

Envoyé : 28 novembre, 2016 10:47

À : QUE-PET, Programmes

Cc : Asselin, Francois-Nicolas; Benard, Yves; Chefs Des Opérations - Coordination Des Opérations **Objet**
: TR: SGC :

Bonjour,

Je vous envoie ce commentaire pour votre suivi.

Merci,

AÉROPORTS DE MONTRÉAL Anne-
Marie Urban

Agente, Relations clients
Officer, Customer Relations

800, place Leigh-Capreol, bureau 1000
Dorval (Québec) CANADA H4Y 0A5 WWW.ADMTL.COM

De : Urban, Anne-Marie

Envoyé : 28 novembre 2016 10:45

À : Urban, Anne-Marie <Anne-Marie.Urban@admtl.com> **Objet**
**: SGC : **

Information	
Numéro de référence	
Numéro référence origine	
Type	Direct-Plainte
Statut	Nouveau
No. carton	

Dates et heures	
Date du Commentaire	26/11/2016
Date de Fermeture	
Résolution	0

Voyageur	
Civilité	
Nom	
Prénom	
Adresse	
Ville	
Code postal	
Province \ État	
Pays	
Courriel	
Téléphone	
Langue	Français

Motif de la visite	Arrivée
--------------------	---------

Détails évènements	
Date de l'évènement	23/11/2016
Mode de réception	Formulaire Web
Catégorie	Plainte
Site	YUL - Montréal - Trudeau
Transporteur	Non spécifié
No. de vol	

Localisation	
Niveau	Général
Secteur	Agences gouvernementales
Section	ASFC
Dimension	Fluidité

Commentaire	
Commentaire	
Réponse souhaitée	Oui

Réponse ADM

Date de début

2016-11-23T05:00:00Z

Date de fin

2016-11-23T05:00:00Z

Documents

Pièces jointes

Payette, Ryan

From:
Sent: November 28, 2016 05:40 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: August

date_day: 23

date_year: 2015

time_mm: - mm -

location: Vancouver airport

feedback:

stopped and

1

harassed ;
was harassed again. I'

I

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_0_2 like Mac OS X) AppleWebKit/602.1.50 (KHTML, like Gecko) Version/10.0
Mobile/14A456 Safari/602.1

Payette, Ryan

From:
Sent: November 28, 2016 07:46 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: comment

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: November

date_day: 17

date_year: 2016

time_hh:

time_mm:

location: Toronto

1
.
.
:
:

you go underneath the ribbons
unplaisant voice and started lecturing me on the raison for the rubans to be there

took a rude Tone asking me Did
he kept his

interrupted me :

insult me

- - - - -

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_1_1 like Mac OS X) AppleWebKit/602.2.14 (KHTML, like Gecko) Version/10.0
Mobile/14B150 Safari/602.1

Payette, Ryan

From:
Sent: November 29, 2016 08:43 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country: (

date_month: November

date_day: 22

date_year: 2016

time_hh:

time_mm: - mm -

location: PET Airport

1

derogatory comments

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/54.0.2840.99 Safari/537.36

From:
Sent: November 29, 2016 05:01 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2: j

prenom:

nom de famille:

numero de telephone:

adresse: {

ville:

province etat: {

code postal:

pays:

time_contact-hh: 17:00

date_jour: 25

date_mois: novembre

date_annee: 2016

temp_hh: {

temp_mm:

lieu: Aéroport Trudeau, Dorval

1

2
menace d'une fouille plus intrusive.
pas été informée de mes droits.

I

intimidant,
. Je n'ai

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/51.0.2704.79
Safari/537.36 Edge/14.14393

1

PROTECTED A

From:
Sent: December 1, 2016 09:28 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state: (

postal code:

country: Canada

time_contact-hh: 13:00

date_month: November

date_day: 19

date_year: 2016

time_hh:

time_mm:

location: Toronto Pearson Airport

1

2 PROTECTED A insulted us by asking how we paid for our ticket/trip, and when did we pay for it, and how.

rude questioning and the arrogance/rudeness of this border agent.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; MSBrowserIE; rv:11.0) like Gecko

Payette, Ryan

From:
Sent: December 4, 2016 01:35 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state

postal code:

country

time_contact-hh: 17:00

date_month: November

date_day: 23

date_year: 2016

time_hh:

time_mm:

location: Pearson International ,Toronto

1

got mad and rudely

She refused rudely

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/41.0.2272.101
Safari/537.36

Payette, Ryan

From:
Sent: December 4, 2016 02:23 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: December

date_day: 03

date_year: 2016

time_hh:

time_mm

location: YVR

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; rv:50.0) Gecko/20100101 Firefox/50.0

From:
Sent: December 6, 2016 04:31 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat:

code postal

pays:

time_contact-hh: 12:00

date_jour: 05

date_mois: novembre

date_annee: 2016

temp_hh:

temp_mm: :

lieu: Aéroport international de Montréal

attestation: yes

Submit: Soumettre

Mozilla/5.0 (iPad; CPU OS 9_3_5 like Mac OS X) AppleWebKit/601.1.46 (KHTML, like Gecko) Version/9.0 Mobile/13G36
Safari/601.1

Payette, Ryan

From:
Sent: December 9, 2016 07:56 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: j

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: October

date_day: 30

date_year: 2016

time_hh: :

time_mm:

location: Toronto airport

We were greeted by an unpleasant and impolite customs agent,

He got angry with us

1

and treated us very poorly
threatened to expel us from the country

He even

certification: yes

Submit: Submit

Mozilla/5.0 (compatible; MSIE 9.0; Windows NT 6.1; Trident/5.0)

Payette, Ryan

From:
Sent: December 9, 2016 12:32 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2: .

prenom:

nom de famille: .

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays:

time_contact-hh: 09:00

date_jour: 23

date_mois: novembre

date_annee: 2016

temp_hh: 1

temp_mm:

lieu: Toronto Pearson International Airport

1

ma valise a été inspectée.

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 6.3; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/54.0.2840.99 Safari/537.36

Payette, Ryan

From:
Sent: December 9, 2016 04:12 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays:

time_contact-hh: 09:00

date_jour: 18

date_mois: novembre

date_annee: 2016

temp_hh: :

temp_mm:

lieu: Pierre Elliot Trudeau

retroaction: Bonjour,

1

j'ai l'obligation de me rendre à un deuxième

bureau de vérification.

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 10.0; WOW64; rv:50.0) Gecko/20100101 Firefox/50.0

Payette, Ryan

From:
Sent: December 11, 2016 07:31 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: I

phone number:

address: I

city:

province state:

postal code:

country: Canada

time_contact-hh: 17:00

date_month: November

date_day: 26

date_year: 2016

time_hh:

time_mm:

location: Vancouver Airport

feedback:
questioned. I waited in line for too long at customs

I was sent to customs to have my baggage searched and to be

1

made a comment behind me, saying, "That's the least of your worries right now".

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/54.0.2840.99 Safari/537.36

Payette, Ryan

From:
Sent: December 11, 2016 07:41 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse: :

ville: :

province etat: (

code postal:

pays:

date_jour: 11

date_mois: décembre

date_annee: 2016

temp_hh:

temp_mm:

lieu: Aéroport Mtl Trudeau

insultant, etc. !!!!! Ses directives étaient autoritaires et manquaient totalement de pact!!!!

arrogant,

POWER TRIP!!!!!!

attestation: yes

Submit: Soumettre

Mozilla/5.0 (iPad; CPU OS 9_3_5 like Mac OS X) AppleWebKit/601.1.46 (KHTML, like Gecko) Version/9.0 Mobile/13G36
Safari/601.1

Payette, Ryan

From:
Sent: December 12, 2016 12:40 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: ;

first name

family name

phone number

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: December

date_day: 09

date_year: 2016

time_mm: - mm -

That is ridiculous.i think I was treated in wrong way

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 10_0_2 like Mac OS X) AppleWebKit/602.1.50 (KHTML, like Gecko) Version/10.0
Mobile/14A456 Safari/602.1

Payette, Ryan

From:
Sent: December 13, 2016 10:46 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: I

phone number:

address:

city:

province state:

postal code:

country: I

time_contact-hh: 09:00

date_month: November

date_day: 27

date_year: 2016

time_hh: :

time_mm: :

location: Pierre Elliot Trudeau Airport - Montreal

unjustified harassment

minutes asking me excessive ridiculous questions that were totally unnecessary.

He kept me there for 15

He was obviously on an ego trip and his behavior was inexcusable.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; rv:50.0) Gecko/20100101 Firefox/50.0

From:
Sent: December 13, 2016 04:25 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state: |

postal code:

country

date_month: November

date_day: 14

date_year: -

time_mm: - mm -

location: Pearson

feedback
extremely rude and unprofessional.

rude and unhelpful and discourteous in his manner.

1

2

PROTECTED A

may have gone to his head. I the power

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/54.0.2840.99 Safari/537.36

From:
Sent: December 13, 2016 09:33 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name:

phone number

address:

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: October

date_day: 22

date_year: 2016

time_hh:

time_mm:

location: VANCOUVER INTERNATIONAL AIRPORT

f

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any more and get out". and just kept saying "We don't help you

certification: yes

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/54.0.2840.99 Safari/537.36

PROTECTED A

From:
Sent: December 15, 2016 11:09 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 14:00

date_month: December

date_day: 15

date_year: 2016

time_hh: :

time_mm:

location: Pearson airport, terminal 3

PROTECTED A incredibly unprofessional.

When that fellow officer said "you don't have to do that right now, you've got someone here," my officer simply replied "oh no, that's ok."

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 6.0.1; SM-G930W8 Build/MMB29K) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/54.0.2840.85 Mobile Safari/537.36

Payette, Ryan

From:
Sent: December 16, 2016 09:43 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: :

first name:

family name:

phone number:

address:

city:

province state

postal code

country:

time_contact-hh: 13:00

date_month: December

date_day: 15

date_year: 2016

time_hh: :

time_mm:

location: Toronto Lester B Pearson International Airport Terminal Three

1

•
•
•

it was her tone

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_1_1 like Mac OS X) AppleWebKit/602.2.14 (KHTML, like Gecko) Version/10.0
Mobile/14B100 Safari/602.1

Payette, Ryan

From:
Sent: December 16, 2016 07:59 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name

family name

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: December

date_day: 05

date_year: 2016

time_hh:

time_mm:

location: Pearson airport immigration

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 6.0.1; SM-G930K Build/MMB29K; wv) AppleWebKit/537.36 (KHTML, like Gecko) Version/4.0
Chrome/55.0.2883.91 Mobile Safari/537.36 NAVER(inapp; search; 510; 7.6.1)

1

PROTECTED A

From:
Sent: December 20, 2016 08:29 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

identification: victim

confirm: .

first_name

family_name: |

phone:

address:

city:

province_state: |

postal_zip: |

country:

time_hh: 12

time_mm: 20

staff_contact:

date_month: December

date_day: 18

date_year: -

time_mm2: - mm -

information: on

location: Vancouver Canada

I was harrassed by 2 custom officers

1
aggressive. I
was hostile

very
His demeanor

1

2 PROTECTED A and very arrogant,
:
t was very rude, harsh and embarrassing for this type of conduct.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/55.0.2883.87 Safari/537.36

From:
Sent: December 21, 2016 09:18 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

Categories: Yellow Category
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: '

phone number:

address:

city: !

province state:

postal code:

country: (

time_contact-hh: 14:00

date_month: December

date_day: 15

date_year: 2016

time_hh:

time_mm: (

location: TORONTO, PEARSON INTERNATIONAL AIRPORT

ISSUES PERTAINING TO THE UNFAIR TREATMENT COME FROM CERTAIN REMARKS MADE DURING THE PROCESS

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/51.0.2704.79
Safari/537.36 Edge/14.14393

From:
Sent: December 21, 2016 09:38 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
Categories: Yellow Category
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille: :

numero de telephone: !

adresse:

ville: :

province etat:

code postal:

pays:

date_jour: 20

date_mois: décembre

date_annee: 2016

temp_hh: 1

temp_mm: :

lieu: yul airport

|

;

1

2

PROTECTED A

L'agent m'a envoyer me faire fouiller....

des racistes.

Je suis convaincu que se sont

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/51.0.2704.79
Safari/537.36 Edge/14.14393

Categories:

Good afternoon,

From: Argue, Sydney
Sent: December 21, 2016 06:28 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes; PAC-Dist
Complaints Unit
Subject:
Attachments:

Yellow Category

Please assign a CFN to this file.

Thank you,

Sydney Argue

Executive Assistant, Corporate and Program Services Canada Border
Services Agency / Government of Canada sydney.argue@cbsa-asfc.gc.ca / Tel: 604-775-6720 / TTY: 866-335-3237

Adjointe exécutif, Division des services corporatifs et des programmes
Agence des services frontaliers du Canada / Gouvernement du Canada
sydney.argue@cbsa-asfc.gc.ca / Tél. : 604-775-6720 / ATS : 866-335-3237

From: Holtan, Deborah
Sent: December 21, 2016 9:05 AM
To: PAC-Dist_CBSA_333Dunsmuir_ Complaints Unit
Subject: FW: : re YVR Issue

Good day,

Please request a CFN of the following correspondence.

Deborah Holtan

Regional Program Officer, Operations Branch Canada Border
Services Agency / Government of Canada deborah.holtan@cbsa-asfc.gc.ca
/ Tel. : 604-666-6151 / TTY: 866-335-3237

Agente régionale de programme, Direction générale des opérations Agence
des services frontaliers du Canada / Gouvernement du Canada
deborah.holtan@cbsa-asfc.gc.ca Tél. : 604-666-6151 / ATS : 866-335-3237

From:
Sent: December 16, 2016 11:11 AM
To: Holtan, Deborah
Subject: re YVR Issue

Dear Deborah

applicants and not make disparaging remarks , CBSA officers should be respectful in their dealings with

Payette, Ryan

From:
Sent: December 22, 2016 02:38 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: |

family name: |

phone number

address:

city:

province state: |

postal code:

country

time_contact-hh: 09:00

date_month: November

date_day: 28

date_year: 2016

time_hh:

time_mm:

location: Toronto Pearson Airport

1

treated the man with disrespect,
and made no effort to help him. I

He was impatient, rude

looks and using the most condescending tone I've ever had from a Canadian official.

keeps giving me dirty

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_9_5) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/55.0.2883.95
Safari/537.36

From:
Sent: December 24, 2016 10:16 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2

first name

family name:

phone number:

address:

city: |

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: December

date_day: 20

date_year: 2016

time_hh:

time_mm:

location: Toronto Lester B. Pearson International Airport - Terminal I

1

2

PROTECTED A

service provider: N/A

The officer's actions were discriminatory on human rights grounds and violated my privacy rights.

:

I felt harassed and violated.

The officer asked me many offensive and interrogatory questions

.....

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_10_5) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/55.0.2883.95
Safari/537.36

From:
Sent: December 26, 2016 04:11 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state ''

postal code:

country:

time_contact-hh: 13:00

date_month: December

date_day: 26

date_year: 2016

time_hh:

time_mm:

location: Toronto Pearson Terminal 1

1

2

very rudely

he became very aggressive and rude

he became even even ruder and had a very hostile tone.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_10_0) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/55.0.2883.95
Safari/537.36

From:
Sent: December 28, 2016 12:51 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city

province state:

postal code

country:

time_contact-hh: 11:00

date_month: September

date_day: 13

date_year: 2016

time_hh:

time_mm:

location: Toronto Pearson Airport

1

2

PROTECTED A

and she was so rude and repeatedly asking me if I was blind very loudly across the room.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 9_2_1 like Mac OS X) AppleWebKit/601.1.46 (KHTML, like Gecko) Version/9.0
Mobile/13D15 Safari/601.1

December 28, 2016

Canada Border Services Agency
VIA Richmond BC
Superintendents Desk

by fax 604 666 7634

CBSA
c.c. Deborah Holton RPO, Operations Branch
c.c. Carol Scott RPO Operations Branch

deborah.holtan@cbsa-asfc.gc.ca
carol.scott@cbsa-asfc.gc.ca

Dear Sirs or Mesdames:

From:
Sent: December 30, 2016 10:55 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address

city:

province state: (

postal code

country:

time_contact-hh: 13:00

date_month: December

date_day: 30

date_year: 2016

time_hh:

time_mm: :

location: Toronto Pearson Airport

1

2

PROTECTED A

Her voice was so loud that the entire floor was staring at us. And the officer beside her was looking at her with a smile on his face.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_2 like Mac OS X) AppleWebKit/602.3.12 (KHTML, like Gecko) Version/10.0
Mobile/14C92 Safari/602.1

PROTECTED A

From: [REDACTED]
Sent: December 30, 2016 11:14 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2

first name:

family name: I

phone number: 1

address: 2

city:

province state:

postal code:

country:

time_contact-hh: 14:00

date_month: December

date_day: 29

date_year: 2016

time_hh:

time_mm: 5

location: Vancouver airport

PROTECTED A

service provider: Delta

|
two officers mimick what I had said and laugh over it.
.
;

continued to hear the

PROTECTED A

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_2 like Mac OS X) AppleWebKit/602.3.12 (KHTML, like Gecko) Version/10.0
Mobile/14C92 Safari/602.1

1

PROTECTED A

From:
Sent: December 31, 2016 02:25 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: '

phone number:

address: {

city:

province state:

postal code

country:

time_contact-hh: 09:00

date_month: January

date_day: 25

date_year: 2016

time_mm: 00

1

2

PROTECTED A

feedback:

The border customs officers did not follow proper procedure which violated my right of a proper entry into Canada.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/46.0.2486.0
Safari/537.36 Edge/13.10586

1

PROTECTED A

From:
Sent: January 1, 2017 08:20 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address: :

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: January

date_day: 01

date_year: -

time_hh: :

time_mm:

location: Vancouver international airport arrivals hall

The agent who was checking nexus forms before the baggage carousels was aggressive, insulting and made threats.

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 6.0.1; A0001 Build/MHC19Q) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/55.0.2883.91 Mobile Safari/537.36

From:
Sent: January 3, 2017 02:42 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: December

date_day: 25

date_year: 2016

time_hh: 1

time_mm:

location: Toronto Pearson Airport

1

2

PROTECTED A

Instead of handing my passport to me, he threw my passport and ticket back to me
Both of them all dropped to the floor! he suddenly
moved my trolley aside, hit the column behind him, making a loud noise and the trolley almost dragged me to fall down.
At the same time, he said "Don't block the way"!

his behaviour was extremely rude.

|

;

,

|

.

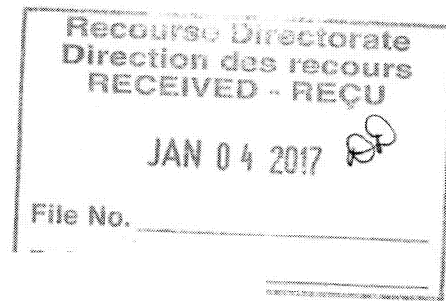
|

|

certification: yes

Submit: Submit

Recourse Directorate
Canada Border Services Agency



his reprimand

This was not at all the courteous service CBSA claims to provide.



Recourse Directorate
Canada Border Services Agency
Ottawa, Ontario
K1A 0L8

From:
Sent: January 4, 2017 02:19 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: January

date_day: 04

date_year: -

time_mm: - mm -

location: Toronto Pearson International Airport

1

CFN 2017 01 22463

2 PROTECTED A ;

she

ripped all my personal items open

was discriminating against me for no reason

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/55.0.2883.87 Safari/537.36

From:
Sent: January 5, 2017 05:05 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays:

time_contact-hh: 09:00

date_jour: 26

date_mois: décembre

date_annee: 2016

temp_hh:

temp_mm:

lieu: Toronto Pearson Airport

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 6.2; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/55.0.2883.87 Safari/537.36

1

PROTECTED A

From:
Sent: January 5, 2017 11:21 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: [_____]

first name:

family name:

phone number: [_____]

address:

city: [_____]

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: January

date_day: 04

date_year: -

time_hh: [_____]

time_mm:

location: Pearson Airport Toronto Terminal one

1

2

PROTECTED A

said where the F...! is your papers.,

he looked pretty annoyed and

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64; Trident/7.0; Touch; rv:11.0) like Gecko

From:
Sent: January 6, 2017 01:55 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city: |

province state:

postal code:

country:

time_contact-hh: 13:00

date_month: December

date_day: 03

date_year: 2016

time_hh:

time_mm:

location: YVR International Arrivals

CBSA officer who asked if he was he was approached by a
Was he profiled? and instantly brought into secondary questioning.

During his interview he was aggressively questioned

One officer was very aggressive, abusive and was calling a "liar".

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/55.0.2883.87 Safari/537.36

1

PROTECTED A

From:
Sent: January 10, 2017 06:12 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: ;

first name:

family name:

phone number

address:

city:

province state:

postal code

country:

time_contact-hh:

date_month: January

date_day: 06

date_year: 2016

time_hh: 1

time_mm: ;

location: Toronto

f

;

1

2

PROTECTED A

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_2 like Mac OS X) AppleWebKit/602.3.12 (KHTML, like Gecko) Version/10.0
Mobile/14C92 Safari/602.1

From:
Sent: January 12, 2017 03:55 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name :

family name:

phone number:

address: !

city:

province state:

postal code

country: !

date_month: February

date_day: 01

date_year: 2016

time_hh:

time_mm:

location: Vancouver

!
.
:

The employees asked questions that were invasive, accused me of importing narcotics from

1

2 PROTECTED A

The agent was demanding very personal information in a public place.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_10_5) AppleWebKit/602.3.12 (KHTML, like Gecko) Version/10.0.2
Safari/602.3.12

1

PROTECTED A

From:
Sent: January 13, 2017 12:17 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name

phone number:

address: (

city:

province state: |

postal code:

country:

date_month: January

date_day: 12

date_year: -

time_hh:

time_mm: !

location: YVR Airport - Customs Declaration Desk

1

2

PROTECTED A

harsh attitude of one of your customs officer,

obnoxious and disrespectful!

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/52.0.2743.116
Safari/537.36

From:
Sent: January 13, 2017 05:50 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2

first name:

family name:

phone number:

address:

city:

province state

postal code:

country:

time_contact-hh: 17:00

date_month: January

date_day: 17

date_year: 2017

time_hh:

time_mm:

location: Vancouver International Airport

I would consider this profiling or a form of harassment.

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 10_1_1 like Mac OS X) AppleWebKit/602.2.14 (KHTML, like Gecko) Version/10.0 Mobile/14B100
Safari/602.1

1

PROTECTED A

From:
Sent: January 14, 2017 12:04 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name:

phone number:

address: :

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: January

date_day: 13

date_year: 2017

time_hh:

time_mm:

location: Pearson Intl (yyz)

1

2

PROTECTED A

harassed and disrespected

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 9_3_5 like Mac OS X) AppleWebKit/601.1.46 (KHTML, like Gecko) Version/9.0 Mobile/13G36
Safari/601.1

From:
Sent: January 17, 2017 11:29 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name:

phone number:

address:

city: '

province state: |

postal code:

country:

date_month: January

date_day: 17

date_year: 2017

time_hh:

time_mm:

He was suddenly irritated and scribbled mercilessly on my passport to

disrespectful manner and his RUDE behavior.

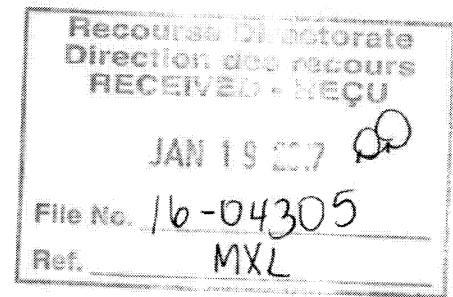
certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_2 like Mac OS X) AppleWebKit/602.3.12 (KHTML, like Gecko) Version/10.0
Mobile/14C92 Safari/602.1

PROTECTED A

The Director,
Recourse Directorate,
Canada Border Services Agency,
333 North River Road, Tower A, 11th Floor,
Ottawa ON K1A 0L8



Subject: **Complaint against BSO** |

Dear Sir/Madam,

I have come across a number of Canadian Customs Officers and my experience with all of them (except one), has always been exceptionally good. I have found most of the officers very professional, helpful and courteous. |

2

PROTECTED A

3.

4.

due to her rude behaviour

5.

6.

just to waste time.

7.

8.

become more hostile.

9. On multiple occasions, she threatened verbally

10. started
harassing our staff

4

PROTECTED A

From:
Sent: January 20, 2017 09:07 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2: ;

prenom:

nom de famille:

numero de telephone:

adresse:

ville: `

province etat:

code postal:

pays:

date_jour: 18

date_mois: janvier

date_annee: 2017

temp_hh:

temp_mm:

lieu: Aéroport de Montreal Trudeau (396)

1

2

PROTECTED A

Le représentant des douanes canadienne a donc

saisit les articles «

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/55.0.2883.87 Safari/537.36

From:
Sent: January 22, 2017 04:47 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name

phone number:

address:

city

province state: |

postal code:

country:

time_contact-hh: 17:00

date_month: January

date_day: 12

date_year: 2017

time_hh:

time_mm:

location: YVR

The guard was not rude,

1

but she was patronizing.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_2 like Mac OS X) AppleWebKit/602.3.12 (KHTML, like Gecko) Version/10.0
Mobile/14C92 Safari/602.1

From:
Sent: January 22, 2017 09:17 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name:

phone number

address:

city

province state:

postal code:

country:

date_month: January

date_day: 22

date_year: 2017

time_hh:

time_mm:

location: Customs at YYZ

2

PROTECTED A

She was very aggressive towards me especially.

than get upset, and try to belittle me.

3

certification: yes

PROTECTED A

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko

From: Montpellier, Manon on behalf of CBSA-ASFC_RDGO-BDGR-QUE
Sent: January 23, 2017 02:28 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Cc: CBSA-ASFC_RDGO-BDGR-QUE
Subject:

Bonjour svp enregistrer cette plainte pour notre région.

Bonne journée!

Manon Montpellier

Agente régionale des programmes, Division des services corporatifs et des programmes, Région du Québec Coordonnatrice régionale – plaintes

Agence des services frontaliers du Canada | Gouvernement du Canada

manon.montpellier@cbsa-asfc.gc.ca | Tél: 514-283-8700 x 6016 | ATS : 866-335-3237

Regional Program Officer, Corporate and Program Services Division

Regional Coordinator – complaints

Canada Border Services Agency | Government of Canada manon.montpellier@cbsa-asfc.gc.ca

| Tel: 514-283-8700 x 6016 | TTY : 866-335-3237

De : Perreault, Karine

Envoyé : 23 janvier, 2017 2:03

À : CBSA-ASFC_RDGO-BDGR-QUE

Cc : Perreault, Karine

Objet : TR:

Bonjour,

Veuillez svp faire numéroter cette plainte.

Merci

Karine Perreault

Adjointe administrative, District des aéroports – Région du Québec Agence des services frontaliers du Canada | Gouvernement du Canada

karine.perreault@cbsa-asfc.gc.ca | Tél: 514-633-7702 | ATS: 866-335-3237

Administrative Assistant, Airports District – Quebec Region Canada Border Services Agency | Government of Canada [karine.perreault@cbsa-](mailto:karine.perreault@cbsa-asfc.gc.ca)

asfc.gc.ca | Tel: 514-633-7702 | TTY: 866-335-3237

De : QUE-PET, Programmes

Envoyé : 23 janvier, 2017 12:56

À : Perreault, Karine

Objet : TR: '

Bonjour Karine,

Je te transfère cette plainte comportementale reçue via ADM. Le passage du voyageur est ci-dessous : il est passé le 19 janvier et a été référé pour AVA. Merci!

Agente régionale des programmes, Services opérationnels, Division des services corporatifs et des programmes, Région du Québec

Agence des services frontaliers du Canada / Gouvernement du Canada catherine.renaud@asfc.gc.ca
/ Tél.: 514-633-7815 / ATS: 866-335-3237

Regional Programs Officer, Operational Services, Corporate and Program Services Division, Quebec Region
Canada Border Services Agency / Government of Canada
catherine.renaud@asfc.gc.ca / Tel.: 514-633-7815 / TTY: 866-335-3237

De : YULClientele [<mailto:YULClientele@admtl.com>]

Envoyé : 23 janvier, 2017 9:39

À : QUE-PET, Programmes

Cc : Asselin, Francois-Nicolas

Objet : TR:

Bonjour,

Je vous envoie cette plainte pour votre suivi.

Merci,

AÉROPORTS DE MONTRÉAL Anne-
Marie Urban
Agente, Relations clients
Officer, Customer Relations

800, place Leigh-Capreol, bureau 1000
Dorval (Québec) CANADA H4Y 0A5 WWW.ADMTL.COM

De : no-reply@admtl.com [<mailto:no-reply@admtl.com>]

Envoyé : 21 janvier 2017 08:53

À : YULClientele <YULClientele@admtl.com>

Objet :

Data from form "Commentaires" was received on January 21, 2017, 8:52.

Nature commentaire	Appréciation
Motif visite	Arrivée
Services gouvernementaux	Douanes-immigration canadienne Autre
Compagnie aérienne	
Numéro de vol	
Transporteur	

5

PROTECTED A

Acces et transports	
Stationnement	
Aerogare	
Resto et shopping	
Site web	0
Sujet	serviceclientelecourtoisie
Date evenement	2017-01-19
Civilité	
Nom	
Prénom	
Adresse	
Ville	
Province / État	
Code postal	
Pays	
Téléphone	
Courriel	

6

PROTECTED A

Bonjour,
j'ai vraiment trouvé son attitude déplorable.

un membre de votre personnel que

Il répondait super froidement et hautainement au
gens lorsque ceux-ci lui posaient des questions. Il leur montrait la direction très froidement
comme si nous étions des animaux. Aucun sourire, pas de politesse
et il démontrait beaucoup d'attitude arrogante.

Commentaires

Reponse requise	1
Langue	fr

1

PROTECTED A

From:
Sent: January 24, 2017 03:01 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: f

first name: l

family name:

phone number:

address: r

city:

province state: t

postal code:

country:

time_contact-hh: 10:00

date_month: January

date_day: 21

date_year: 2017

time_hh:

time_mm:

location: Toronto Pearson Custom

and he was very angry with me and trying not to make any eye contact and throw the inspection fee paper toward me to pay!!

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_12_2) AppleWebKit/602.3.12 (KHTML, like Gecko) Version/10.0.2
Safari/602.3.12

1

PROTECTED A

From: [REDACTED]
Sent: January 24, 2017 04:38 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number

address

city:

province state:

postal code:

country

date_month: January

date_day: 24

date_year: 2017

time_hh:

time_mm:

location: toronto pearson airport terminal 1 secondary search area

1

2

PROTECTED A

harassment as other people!

certification: yes

Submit: Submit

Mozilla/5.0 (BB10; Touch) AppleWebKit/537.35+ (KHTML, like Gecko) Version/10.3.2.2639 Mobile Safari/537.35+

From:
Sent: January 25, 2017 11:44 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom: ,

nom de famille:

numero de telephone:

adresse:

ville: :

province etat:

code postal:

pays:

date_jour: 21

date_mois: janvier

date_annee: 2017

temp_hh: :

temp_mm:

lieu: Aéroport de Montréal

retroaction: Bonjour,

1

2 PROTECTED A

, je suis traitée comme une suspecte lors des fouilles secondaires

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko

1

PROTECTED A

Resource Directorate
Canada Border Agency
Ottawa, Ont. K1A 0L8

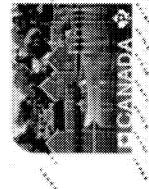
January 13, 2017

Recourse Directorate Direction des recours RECEIVED - REÇU JAN 25 2017 <i>PB</i> File No. _____ Ref. _____
--

To Whom it May Concern,

PROTECTED A

3.



Resource Directorate
Canada Border Services Agency
Ottawa, Ont.

4/1/88
CD
8

From:
Sent: January 30, 2017 12:10 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name

phone number:

address:

city:

province state:

postal code

country:

time_contact-hh: 13:00

date_month: January

date_day: 29

date_year: 2017

time_hh:

time_mm:

location: Cyyz toronto pearson

Agent: "the card needs to be detached" (extremely annoyed look on his face)

Agent : "it says it right on the card, you caaan read, right?" (Extremely condescending tone)

agent saying those things in the most condescending and rude tone imaginable

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 5.0.1; SGH-I337M Build/LRX22C) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/55.0.2883.91 Mobile Safari/537.36

From:
Sent: January 30, 2017 01:16 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address: /

city

province state:

postal code: !

country:

time_contact-hh: 10:00

date_month: January

date_day: 21

date_year: 2017

time_hh:

time_mm:

location: Vancouver International airport

1

2

PROTECTED A

I was treated as a criminal, as an offender,

I felt harassed.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.3; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/55.0.2883.87 Safari/537.36

Recourse Directorate

333 North River Rd., Tower QA, 11th Floor

Ottawa, On Canada, K1A 0L8

Recourse Directorate
Direction des recours
RECEIVED - RECU

I felt denigrated, humiliated and disrespected

blatantly accused of lying, made to be a criminal

CFN 2017 02 22675
PROTECTED A

4

During questioning, they went through my phones and even personal files and records for 7 hours y

After 6 hours of interrogation, I was even roughly frisked

I was detained/held for questioning for 7 hours \

accused, maligned, racially discriminated against

1

PROTECTED A

Good morning,

Please **From:** Argue, Sydney
Sent: January 31, 2017 12:21 PM
Thanks, **To:** CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Cc: PAC-Dist_CBSA_333Dunsmuir_ Complaints Unit
Subject: FW: I **Sydney Argue**
assign a CFN to this file.

Executive Assistant, Corporate and Program Services Canada Border
Services Agency / Government of Canada sydney.argue@cbsa-asfc.gc.ca / Tel: 604-775-6720 / TTY: 866-335-3237

Adjointe exécutif, Division des services corporatifs et des programmes Agence
des services frontaliers du Canada / Gouvernement du Canada
sydney.argue@cbsa-asfc.gc.ca / Tél. : 604-775-6720 / ATS : 866-335-3237

From: Holtan, Deborah
Sent: January 31, 2017 8:33 AM
To: PAC-Dist_CBSA_333Dunsmuir_ Complaints Unit
Subject: FW:

Please request a CFN.

Deborah Holtan

Regional Program Officer, Operations Branch
Canada Border Services Agency / Government of Canada
deborah.holtan@cbsa-asfc.gc.ca / Tel. : 604-666-6151 / TTY: 866-335-3237

Agente régionale de programme, Direction générale des opérations Agence
des services frontaliers du Canada / Gouvernement du Canada
deborah.holtan@cbsa-asfc.gc.ca Tél. : 604-666-6151 / ATS : 866-335-3237

From:
Sent: January 30, 2017 9:49 AM
To: Holtan, Deborah
Cc: Melissa Coccia
Subject:

Dear Deborah,

I hope this email finds you well.

1

2

PROTECTED A

The officer was apparently quite pleasant and facilitative,

From:
Sent: February 2, 2017 07:48 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: compliment

email2:

first name:

family name:

phone number:

address:

city:

province state: :

postal code:

country:

time_contact-hh: 17:00

date_month: January

date_day: 13

date_year: 2017

time_hh:

time_mm:

location: Vancouver International Airport

feedback: I

1

2 PROTECTED A

He then asked

me again why Canada several times , and this made me feel unwelcome. I

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 6.0.1; SAMSUNG SM-N910F Build/MMB29M) AppleWebKit/537.36 (KHTML, like Gecko)
SamsungBrowser/4.0 Chrome/44.0.2403.133 Mobile Safari/537.36

From:
Sent: February 3, 2017 03:37 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: comment

email2:]

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country: (

time_contact-hh: 17:00

date_month: January

date_day: 29

date_year: 2017

time_hh:

time_mm: :

location: Toronto Lester B. Pearson International Airport - Terminal I

service provider: CBSA

1

2 PROTECTED A feedback:

attitude from one of your employees that was very unprofessional and unpleasant. She was very rude and aggressive and had an attitude about her that was most unwelcoming and, frankly, unnecessary.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Trident/7.0; rv:11.0) like Gecko

From:
Sent: February 4, 2017 09:19 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 16:00

date_month: February

date_day: 04

date_year: 2017

time_hh: 16

time_mm: .

location: Montreal

feedback:

1

2 PROTECTED A

He then proceeded to aggrivate me intentionally | and this
officer continued to taunt me.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_2 like Mac OS X) AppleWebKit/602.3.12 (KHTML, like Gecko) Version/10.0
Mobile/14C92 Safari/602.1

From:
Sent: February 5, 2017 07:31 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2: .

prenom:

nom de famille:

numero de telephone:

adresse: |

ville:

province etat:

code postal

pays:

time_contact-hh: 11:00

date_jour: 01

date_mois: février

date_annee: 2017

temp_hh: :

temp_mm

lieu: aéroport Montréal/ bureau immigration

retroaction: Bonjour,

1

2

PROTECTED A

Elle m'a posé des questions,
elle les répétait en insistant sur
l'accent tout en ayant l'esprit moqueur.

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 10.0) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/55.0.2883.87 Safari/537.36

From:
Sent: February 5, 2017 12:17 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

date_month: January

date_day: 07

date_year: 2017

time_hh: :

time_mm:

location: Montreal Trudeau Airport

feedback

1

2

PROTECTED A

agent shouting at me

She started getting angry and told me “Are you telling me how to do my job”?

She started getting very angry,

However, Agent is
a disgrace to this agency and her attitude is very patronizing and unprofessional.
is an abuse of her powers.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_6) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/55.0.2883.95
Safari/537.36

From:
Sent: February 5, 2017 02:52 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address: :

city:

province state: |

postal code:

country:

time_contact-mm: 13:00

date_month: January

date_day: 13

date_year: 2017

time_hh:

time_mm:

location: toronto airport

feedback

1

2 PROTECTED A

looked at them looked on his computer and said "you can't have them" he then
threw them into a can beside the counter turned and walked off

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko

From:
Sent: February 6, 2017 03:29 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address: :

city:

province state:

postal code:

country:

date_month: -

date_day: -

date_year: 2016

time_mm: - mm -

location: Toronto (Port of Toronto) (495)

feedback: To whom it may concern,

1

2

PROTECTED A

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/55.0.2883.87 Safari/537.36

1

PROTECTED A

From:
Sent: February 6, 2017 08:45 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: :

first name:

family name:

phone number:

address: :

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: January

date_day: 29

date_year: 2017

time_hh: :

time_mm:

location: TORONTO -PEARSON

2

PROTECTED A

Ref ---- CBSA officer

he w as not reasonable and rude I

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.2; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/55.0.2883.87 Safari/537.36

1

PROTECTED A

From:
Sent: February 6, 2017 09:43 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: ;

first name:

family name:

phone number: -----

address: ;

city:

province state: ;

postal code:

country: ;

time_contact-hh: 10:00

date_month: February

date_day: 05

date_year: 2017

time_hh:

time_mm: ;

location: Toronto Pearson airport

service provider: customs officer

1

2 PROTECTED A feedback:

The immigration Officer made a mistake and he gave me the wrong expiry date of the visa.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.3; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/55.0.2883.87 Safari/537.36

Receives Directorate Direction des recours RECEIVED - REÇU
FEB 01 2017
File No. _____
Ref. _____

To: **RECOURSE DIRECTORATE**
CANADA BORDER SERVICE AGENCY
333 NORTH RIVER ROAD TOWER A, 11TH FLOOR
OTTAWA, ON K1A0L8

SUBJECT:

Dear Sirs/ *Dear Mr. DANIELLE LAWSON*

I have read the report given by
to be made:

and allow me to say that there are corrections

this is NOT a NORMAL procedure to terrify

7.E

PROTECTED A

3

TO:

CANADA BORDER SERVICES AGENCY

RECOURSE DIRECTORATE

333 NORTH RIVER ROAD

TOWER A, 11TH FLOOR

OTTAWA, ON

K1A 0L8

ONTARIO

CANADA

ATTN:

M^{rs} DANIELLE LAWSON

TEL. (343) 2917203

From:
Sent: February 8, 2017 07:42 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number: l

address:

city:

province state:

postal code: \

country:

time_contact-hh: 17:00

date_month: January

date_day: 23

date_year: 2017

time_hh:

time_mm:

location: Vancouver International Airport

feedback: (

1

2 PROTECTED A

officer in a most unprofessional manner,

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/55.0.2883.87
Safari/537.36

From:
Sent: February 12, 2017 02:33 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: ,

first name: I

family name: ,

phone number:

address:

city:

province state: (

postal code:

country:

time_contact-hh: 17:00

date_month: February

date_day: 11

date_year: 2017

time_hh:

time_mm:

location: Toronto Lester B. Pearson International Airport Vista Cargo Terminal

feedback: This is a letter of complaint regarding the new policy, effective February 1st, 2017 for inspection of live animals (

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/51.0.2704.79
Safari/537.36 Edge/14.14393

1

PROTECTED A

From:
Sent: February 14, 2017 01:30 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: .

family name: |

phone number:

address:

city: (

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: February

date_day: 05

date_year: 2017

time_hh:

time_mm:

location: airport montreal International Pierre-Elliott-Trudeau

1

2

PROTECTED A

service provider: CBSA

feedback: Dear Officer,

threaten me

the officer and the translator are not professional. They did treat us unfair and were impatient with us,

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/31.0.1650.63 Safari/537.36
SE 2.X MetaSr 1.0

From: [REDACTED]
Sent: February 13, 2017 04:10 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

date_month: December

date_day: 28

date_year: 2016

time_hh:

time_mm:

location: Pierre-Elliott Trudeau Airport

feedback

1

2 PROTECTED A

the ignorance of your officers as to what is happening and what needs to be done, and these waiting times are unacceptable.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/56.0.2924.87
Safari/537.36

1

PROTECTED A

From:
Sent: February 14, 2017 / 07:50 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

identification: victim

confirm: 1

first_name:

family_name:

phone:

address:

city: |

province_state:

postal_zip:

country:

time_hh: 12

time_mm: 00

date_month: February

date_day: 07

date_year: -

time_hh

time_mm:

information: on

location: Vancouver International Airport (YVR)

feedback:

2

PROTECTED A

disqualifying and restrictive, the humiliating treatment, discriminatory,

certification: yes

Submit:

Mozilla/5.0 (Windows NT 6.1) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/56.0.2924.87 Safari/537.36

From:
Sent: February 14, 2017 03:10 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: comment

email2: j

first name:

family name:

phone number:

address:

city: l

province state:

postal code: '

country:

date_month: February

date_day: 12

date_year: 2017

time_hh:

time_mm: - mm -

location: YVR international airport

feedback: T

1

2 PROTECTED A

I tried many times to call CIC, but it's always busy. Never
can get through.

I feel very sad. I think this should be worked out between CIC and the border service.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/55.0.2883.87
Safari/537.36

Payette, Ryan

From:
Sent: February 16, 2017 01:35 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat: (

code postal:

pays:

time_contact-hh: 10:00

date_jour: 17

date_mois: février

date_annee: 2017

temp_mm: - mm -

lieu: Aéroport International Pierre Elliott Trudeau

1

retroaction: Bonjour,

avait été ouvert et inspecté par les agents de services frontaliers canadiens. La
marchandise, subit des dommages irréparables en
conséquence.

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 6.1; WOW64; rv:51.0) Gecko/20100101 Firefox/51.0

Payette, Ryan

From:
Sent: February 16, 2017 03:50 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: |

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: February

date_day: 05

date_year: 2017

time_hh:

time_mm

location: Toronto Lester B. Pearson International Airport - Terminal III

feedback:

1

determined to demonstrate that she had authority. She was rude and obnoxious and she was

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/54.0.2840.71 Safari/537.36

From:
Sent: February 17, 2017 01:21 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: February

date_day: 18

date_year: 2017

time_hh:

time_mm:

location:

1

2

PROTECTED A

service provider: Border Custom

feedback:

- .

not satisfied with the new live animals release procedure.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_2_1 like Mac OS X) AppleWebKit/602.4.6 (KHTML, like Gecko) Version/10.0
Mobile/14D27 Safari/602.1

Payette, Ryan

From: Argue, Sydney
Sent: February 20, 2017 03:25 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes; PAC-Dist_CBSA_333Dunsmuir_
Complaints Unit

Subject:

Attachments:

Good afternoon,

Please assign a CFN to this file.

Thank you,

Sydney Argue

Executive Assistant, Corporate and Program Services Canada Border
Services Agency / Government of Canada [sydney.argue@cbsa-
asfc.gc.ca](mailto:sydney.argue@cbsa-asfc.gc.ca) / Tel: 604-775-6720 / TTY: 866-335-3237

Adjointe exécutif, Division des services corporatifs et des programmes Agence
des services frontaliers du Canada / Gouvernement du Canada
sydney.argue@cbsa-asfc.gc.ca / Tél. : 604-775-6720 / ATS : 866-335-3237

From: | **Sent:**
February 20, 2017 12:01 PM
To: PAC-Vancouver-333Dunsmuir, Program Services Reporting
Cc:
Subject:

Hello,

1

PROTECTED A

From: CBSA-ASFC_CONTACT
Sent: February 21, 2017 11:23 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FW:
Hello Complaints Unit,

Client complaint for your action.

We will close this transaction on our end.

Thank you,
David Lamoureux

A/Technical Advisor, Border Information Services and Contact Us Canada
Border Services Agency / Government of Canada
david.lamoureux@cbsa-asfc.gc.ca / Tel 1-204-983-3413 / TTY: 866-335-3237

Conseiller Technique/I, Service d'information sur la frontière et Contactez-nous Agence
des services frontaliers du Canada / Gouvernement du Canada
david.lamoureux@cbsa-asfc.gc.ca / Tél 1-204-983-3413 / ATS: 866-335-3237

From:
Sent: February 20, 2017 3:52 PM
To: contact@cbsa.gc.ca
Subject:

hard time for over 2 hours by a CBS officer

given a very

The CBS officer proceeded to interrogate

From:
Sent: February 22, 2017 11:42 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: ,

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: September

date_day: 29

date_year: 2016

time_hh: :

time_mm:

location: Pearson Airport T3

feedback:

1

2 PROTECTED A

GOOD LUCK WITH THAT" and smiled.

he said "yes but

make sure you do that and GOOD LUCK WITH THAT".

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_2_1 like Mac OS X) AppleWebKit/600.1.4 (KHTML, like Gecko)
GSA/23.0.147401934 Mobile/14D27 Safari/600.1.4

From:
Sent: February 23, 2017 03:52 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: February

date_day: 10

date_year: 2017

time_hh:

time_mm:

location: Toronto Lester B. Pearson International Airport - Terminal I

feedback: I

1

2 PROTECTED A

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/56.0.2924.87 Safari/537.36

PROTECTED A

From:
Sent: February 24, 2017 01:56 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name: .

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: February

date_day: 24

date_year: 2017

time_hh:

time_mm: !

location: Pearson

PROTECTED A **feedback**:

he asked me what my problem was in a confrontational and nasty tone.

He replied, in a very nasty tone:

His remark was condescending, insensitive, nasty and
His tone was very nasty.

unprofessional.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_2_1 like Mac OS X) AppleWebKit/602.4.6 (KHTML, like Gecko) Version/10.0
Mobile/14D27 Safari/602.1

PROTECTED A

From: [REDACTED]
Sent: February 24, 2017 04:36 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: |

phone number:

address:

city: |

province state:

postal code:

country: |

date_month: February

date_day: 23

date_year: 2017

time_hh: |

time_mm:

location: toronto airport

feedback:

PROTECTED A her

I think this is very rude and heartless

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko

From:
Sent: February 26, 2017 12:41 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city: |

province state: (

postal code:

country:

time_contact-hh: 12:00

date_month: February

date_day: 21

date_year: 2017

time_hh:

time_mm:

location: Pearson International Airport

feedback: Dear sir,

1

2

(
PROTECTED A

The Officer began to ask me many questions which i consider very humiliating

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/56.0.2924.87
Safari/537.36

Mcphail, Marshall

From:
Sent: February 27, 2017 05:05 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address

city:

province state:

postal code:

country:

time_contact-hh: 16:00

date_month: February

date_day: 27

date_year: 2017

time_hh:

time_mm:

location: YVR airport - Richmond Canada

service provider: Canada Border Service Agent

1

2 PROTECTED A feedback:

harassment and discrimination The comment he made was not only un-acceptable but it was

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_12_3) AppleWebKit/602.4.8 (KHTML, like Gecko) Version/10.0.3
Safari/602.4.8

Mcphail, Marshall

From: CBSA-ASFC_Appeals-Appels
Sent: February 27, 2017 08:12 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject:
Conduct complaint.

From: RCMS-SGRR@cbsa-asfc.gc.ca [mailto:RCMS-SGRR@cbsa-asfc.gc.ca] **Sent:**
February 20, 2017 5:33 PM
To: CBSA-ASFC_Appeals-Appels; CBSA-ASFC_RCMS-SGRR
Subject: Online submission has been processed

RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

[Launch RCMS Enforcement](#)

Notification de **SGRR** Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous.

[Ouvrir SGRR Exécution de la loi](#)

fmrID: rcms2016c

enforcement action appeal: \

date of action: 2017-02-04

client type: individual [appellantType=1]

client first name:

client surname:

client address:

client city:

client country:

client province/state:

client postal/zip code:

client phone number:

client phone number type:

representation:

detailsField:

The dealing CBSA Agent
and threaten me

and he was reasonably agreeable . However, a Woman CBSA Agent swarmed in to intimidate
This Agent was very hostile, discourteous and racial. .

certificationField: yes

date submitted: 2017-02-20

language: english [language=1]

notarobot: 1

Submit: Submit

Mozilla/5.0 (Windows NT 10.0) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/51.0.2704.79 Safari/537.36 Edge/14.14393

PROTECTED A

From: GTAR Correspondence RDGO / RGT Correspondance BDGR (CBSA/ASFC)
Sent: February 27, 2017 11:04 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Cc: GTAR Correspondence RDGO / RGT Correspondance BDGR (CBSA/ASFC)
Subject:
Attachments:
Good Morning,

Could you please assign a CFN for this complaint?

Thank you,

Pam Bowen

Regional Program Officer, Operations Branch
Canada Border Services Agency / Government of Canada
Pam.Bowen@cbsa-asfc.gc.ca / Tel: 905-803-7980 / TTY: 866-335-3237

Agente des programmes régionaux, Direction générale des opérations
Agence des services frontaliers du Canada / Gouvernement du Canada Pam.Bowen@cbsa-asfc.gc.ca
/ Tél: 905-803-7980 / ATS: 866-335-3237

From: Chamieh, Elie
Sent: February 24, 2017 4:32 PM
To: CBSA-ASFC_GTAR-RGT_Correspondence-Correspondance_Pass_Ops
Cc: Karsakis, Tina; Maric, John; Chan, WilliamW **Subject:**
Complaint Received

Hi,

I have received the attached complaint via regular mail. I will start the process at this end.

PROTECTED A

To manager of custom:

he
treated me very bad and also searched

10/10/2017 10:10:10 AM
10/10/2017 10:10:10 AM

10/10/2017 10:10:10 AM
10/10/2017 10:10:10 AM

CBSA-ASFC_Complaints_Unit-Division_des_plaintes

From: CBSA-ASFC_RCMS-SGRR
Sent: March 5, 2017 04:38 PM
To: CBSA-ASFC_Appeals-Appels; CBSA-ASFC_RCMS-SGRR
Subject: Online submission has been processed
RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

[Launch RCMS Enforcement](#)

Notification de **SGRR** Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous.

[Ouvrir SGRR Exécution de la loi](#)

fmrID: rcms2016c

enforcement action appeal:

date of action: 2016-12-26

client type: individual [appellantType=1]

client first name:

client surname:

client address:

1

client city:

client country:

client province/state:

client postal/zip code:

client phone number:

client phone number type:

representation:

detailsField: Harrased by CBSA Officer

The officer was very short tempered and rude and would not explain my rights to me.

certificationField: yes

date submitted: 2017-03-05

language: english [language=1]

notarobot: 1

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/56.0.2924.87 Safari/537.36

CBSA-ASFC_Complaints_Unit-Division_des_plaintes

From: CBSA-ASFC_RCMS-SGRR
Sent: March 5, 2017 04:30 PM
To: CBSA-ASFC_Appeals-Appels; CBSA-ASFC_RCMS-SGRR
Subject: Online submission has been processed

Follow Up Flag: Follow up
Flag Status: Completed

RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

[Launch RCMS Enforcement](#)

Notification de **SGRR** Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous.

[Ouvrir SGRR Exécution de la loi](#)

fmrID: rcms2016c

enforcement action appeal:

typereview:

client type: individual [appellantType=1]

client first name: ,

1

surname:

client address:

client city:

client country:

client province/state:

client postal/zip code:

client phone number:

client phone number type:

representation:

detailsField: The officer was not very communicative
with me and took possession of my property without giving me available recourse.

certificationField: yes

date submitted: 2017-03-05

language: english [language=1]

notarobot: 1

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/56.0.2924.87 Safari/537.36

Payette, Ryan

From:
Sent: March 10, 2017 07:28 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number: .

address:

city:

province state:

postal code: !

country:

date_month: March

date_day: 03

date_year: 2017

time_hh:

time_mm:

location: Toronto

1

belittling and rather peculiar questions,

irritated and scolding tone of voice!,

.....

one of the officers kept saying rather loudly, t
heartless and insensitive.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64; Trident/7.0; rv:11.0) like Gecko

PROTECTED A

From:
Sent: March 13, 2017 07:21 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: |

first name:

family name:

phone number:

address:

city:

province state: |

postal code:

country:

time_contact-hh: 15:00

date_month: March

date_day: 04

date_year: 2017

time_hh: |

time_mm: |

location: Toronto Pearson

he'd seized my phone

about 1/3 of my checked suitcase.
took swabs .

He only searched through

Silly, arrogant, unpleasant and uncaring man!

certification: yes

PROTECTED A

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_12_3) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/56.0.2924.87
Safari/537.36

PROTECTED A

From:
Sent: March 13, 2017 07:25 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: |

phone number:

address:

city:

province state: |

postal code:

country:

time_contact-hh: 15:00

date_month: March

date_day: 04

date_year: 2017

time_hh:

time_mm:

location: Toronto Pearson

feedback: I was profiled .

1

1

PROTECTED A

my clean items being placed on countertops on which dirty bags that rolled on the ground were previously placed.

The way he treated me stank

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_12_3) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/56.0.2924.87
Safari/537.36

Payette, Ryan

From:
Sent: March 14, 2017 06:31 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 13:00

date_month: March

date_day: 11

date_year: 2017

time_hh:

time_mm:

location: Toronto Lester B. Pearson International Airport - Terminal III

1

Horrible attitude,rude, ask very personal question.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/56.0.2924.87
Safari/537.36

Payette, Ryan

From:
Sent: March 15, 2017 04:56 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2: .

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat:

code postal

pays:

time_contact-hh: 10:00

date_jour: 08

date_mois: mars

date_annee: 2017

temp_hh:

temp_mm:

lieu: Aéroport Internationale Pierre-Eliott-Trudeau

1

elle a CRIÉ

Submit: Soumettre

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_12_3) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/56.0.2924.87
Safari/537.36 OPR/43.0.2442.1165

Payette, Ryan

From:
Sent: March 16, 2017 06:58 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: comment

email2:

first name:

family name:

phone number:

address:

city:

province state: (

postal code: .

country: .

time_contact-hh: 10:00

date_month: March

date_day: 14

date_year: 2017

time_hh: .

time_mm: - mm -

location: Toronto international airport Terminal 1 immigration post 11

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/56.0.2924.87 Safari/537.36

From:
Sent: March 17, 2017 09:32 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: March

date_day: 13

date_year: 2017

time_hh:

time_mm:

location: toronto pearson airport

she was very rude and
impolite with me. she keep telling me that she didn't want to hear any of my excuses and she didn't care.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/56.0.2924.87 Safari/537.36

1

PROTECTED A

From:
Sent: March 17, 2017 11:10 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country

time_contact-hh: 09:00

date_month: March

date_day: 16

date_year: 2017

time_hh:

time_mm: 1

location: Toronto

1

this officer who was so very insensitive and humiliating

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 5.1) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/49.0.2623.112 Safari/537.36

Payette, Ryan

From:
Sent: March 18, 2017 11:01 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: comment

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: March

date_day: 14

date_year: 2017

time_hh:

time_mm:

location: pearson airport- terminal 1

1

they seemed pissed off!

They proceeded to let everyone thru without checking any documents or asking any questions- his eyes closed as he pretended to look at documents - then said to proceed.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/56.0.2924.87 Safari/537.36

Payette, Ryan

From:
Sent: March 19, 2017 09:50 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name:

phone number: .

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: March

date_day: 19

date_year: 2017

time_hh:

time_mm: .

CBSA officer with his patrol car suddenly
charged into oncoming traffic from a plaza in the shopping area.

he started chasing me on the roads, i
minutes, i
abusing his authority as a CBSA officer
He gave chase to me for 10
He was

he was following my car so closely and driving like a violent maniac on the roads.

driving and attempting to intimidate and threaten and harass me (.....)
dangerously

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/56.0.2924.87
Safari/537.36

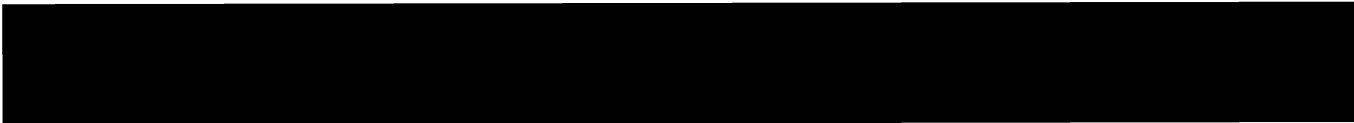
Canada Border Services Agency
District Office
Terminal 1
P.O.Box 40
Toronto AMF, On
L5P 1A2

March 9, 2017

Dear Sir/Madam;

I am writing to you to express my dissatisfaction with the conduct of border officers at the International Arrivals of L.B. Pearson Airport.

Most of officers act arrogantly, :



Payette, Ryan

From:
Sent: March 21, 2017 08:11 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number

address:

city:

province state: ,

postal code:

country: (

time_contact-hh: 14:00

date_month: September

date_day: 27

date_year: 2014

time_hh:

time_mm:

location: Toronto Pearson Intl (YYZ)

You border agency started shaking his head with a threatening tone he treated me like a criminal and when he grabbed my passport, he started to making very threatening face, as If I was threatening him.

abusing people based on race and color. His face and behavior was very threatening.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; rv:50.0) Gecko/20100101 Firefox/50.0

PROTECTED A

From: [REDACTED]
Sent: March 21, 2017 10:25 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: compliment

email2:

first name:

family name:

phone number: 7

address:

city: |

province state:

postal code: 7

country:

time_contact-hh: 09:00

date_month: March

date_day: 21

date_year: 2017

time_hh:

time_mm:

location: YYZ

'
calling me names and F words.
wanted to show his power by calling me names

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_1_1 like Mac OS X) AppleWebKit/602.2.14 (KHTML, like Gecko) Version/10.0
Mobile/14B100 Safari/602.1

PROTECTED A

From: [REDACTED]
Sent: March 22, 2017 05:03 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2

first name: [REDACTED]

family name: [REDACTED]

phone number:

address:

city:

province state:

postal code:

country

time_contact-hh: 09:00

date_month: March

date_day: 20

date_year: 2017

time_hh:

time_mm:

location: Vancouver International Airport arrival hall

PROTECTED A service provider: Airport customs translator

f
,

f a translator lady jumping out (yelled at us,said:"don't cut in line!go back to your position!",then pulled over the strap,pushing my crews to requeued,lineing up in back of the other airline crews!

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 10_2_1 like Mac OS X) AppleWebKit/602.4.6 (KHTML, like Gecko) Version/10.0 Mobile/14D27 Safari/602.1

1

PROTECTED A

From: -
Sent: March 23, 2017 11:26 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: March

date_day: 23

date_year: 2017

time_hh:

time_mm:

location: Mississauga

1

2

PROTECTED A

really rude demeanor.

He said with a very rude

voice '

;
;
;
;
;
;
;

lacked good

demeanor, good customer service and overall he was not a nice person.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/56.0.2924.87
Safari/537.36

1

PROTECTED A

From:
Sent: March 26, 2017 01:20 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: :

family name:

phone number:

address:

city:

province state: (

postal code:

country:

time_contact-hh: 13:00

date_month: March

date_day: 26

date_year: 2017

time_hh:

time_mm: (

location: Montreal airport

1

2

PROTECTED A

to harass

me.

,

I

abuse of his power

Thanks

certification: yes

Submit: Submit

Mozilla/5.0 (Android 5.0; Mobile; rv:52.0) Gecko/52.0 Firefox/52.0

From:
Sent: March 27, 2017 12:49 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number: (

address:

city:

province state:

postal code:

country: - - - - -

time_contact-hh: 10:00

date_month: January

date_day: 15

date_year: 2017

time_hh:

time_mm:

location: Yvr

have been outright rude, demeaning, abusive and deceptive.

overbearing agents, racism and even use of force when not required

discrimination, rude and

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 9_3_2 like Mac OS X) AppleWebKit/601.1.46 (KHTML, like Gecko) Version/9.0
Mobile/13F69 Safari/601.1

1

PROTECTED A

From:
Sent: March 28, 2017 01:22 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name:

phone number

address:

city:

province state

postal code: 00000

country:

time_contact-hh: 09:00

date_month: March

date_day: 26

date_year: 2017

time_hh:

time_mm:

location: Passport control

t

1

2

PROTECTED A

rudeness t

rudeness
inappropriate, and unprofessional.

I have never
encountered or experienced this level of intrusive questioning.

the questioning inappropriate, but the tone in which the questions were
asked was hostile, rude, and extremely unprofessional. There was a definite unfriendliness,

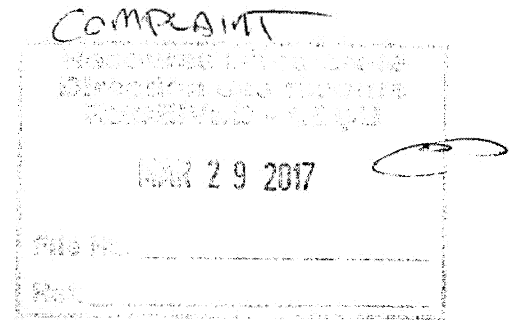
certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/51.0.2704.79
Safari/537.36 Edge/14.14393

Recourse Directorate
Canada Border Services Agency
Ottawa, ON K1A 0L8

March 22, 2017



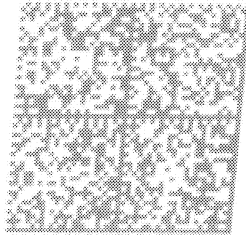
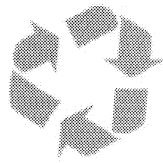
he raised his voice

He then got really upset

He then yelled at me

This officer was abusive and totally exceeded his authority and went far beyond what any reasonable person would consider to be the correct way to treat a person.

opportunity to abuse his power.

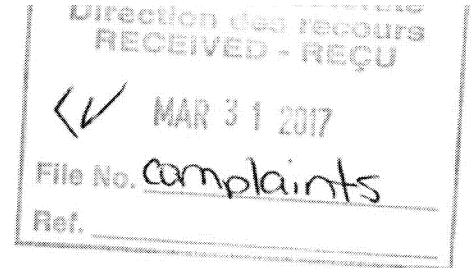


PD031 6155998
000346 XEM9J
0322 101615



Recours Directorate
Canada Border Services Agency
Ottawa, ON K1A 0L8

March 23, 2017



Attn: Canadian Border Services Agency
Toronto Lester B. Pearson International Airport – Terminal 1
P.O. Box 40
AMF
Toronto, Ontario L5P 1A2

AND TO:

Recourse Directorate
Canada Border Services Agency
Ottawa, ON K1A 0L8

Dear Sir/Madam:

RE: *Charter and Human Rights Code Violations at Pearson International Airport*

December 19, 2016

Delivered by Mail

Attn: Canadian Border Services Agency

Toronto Lester B. Pearson International Airport – Terminal 1

P.O. Box 40

AMF

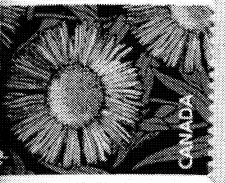
Toronto, Ontario L5P 1A2

Dear Sir/Madam:

RE: *Charter and Human Rights Code* Violations at Pearson International Airport

the conduct of the officers in this situation was of an egregious nature.
so they could justify his lengthy detention.

PROTECTED A



Canadian Border Services Agency
Recurso Directorate
Ottawa, Ontario
K1A 0L8

From:
Sent: April 18, 2017 11:24 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: I

family name:

phone number:

address:

city:

province state:

postal code: I

country:

time_contact-hh: 09:00

date_month: April

date_day: 14

date_year: 2017

time_hh:

time_mm:

location: Vancouver

had to answer to an onslaught of offensive language.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 9_3_2 like Mac OS X) AppleWebKit/601.1.46 (KHTML, like Gecko) Mobile/13F69
Twitter for iPhone

1

PROTECTED A

From:
Sent: April 17, 2017 06:27 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: |

family name:

phone number: `

address:

city: `

province state:

postal code:

country:

date_month: April

date_day: 02

date_year: 2017

time_hh:

time_mm:

location: YVR (Vancouver International Airport)

f

(

a different officer sitting in the kiosk right behind us

shouted at me,

reprehensible rudeness

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/57.0.2987.133
Safari/537.36

From:
Sent: April 17, 2017 03:08 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse:

ville: (

province etat: (

code postal:

pays:

time_contact-hh: 12:00

date_jour: 16

date_mois: avril

date_annee: 2017

temp_hh: :

temp_mm:

lieu: Aéroport de Dorval, Montréal

|
;

sur un ton menaçant :

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 10.0; WOW64; Trident/7.0; rv:11.0) like Gecko

From:
Sent: April 15, 2017 06:38 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: April

date_day: 14

date_year: 2017

time_hh:

time_mm

location: Vancouver airport nexus office

I

she did not appear very welcoming.

Her attitude during the
interview was quite rude and dismissive.
literally chunked the two id's towards me on the desk in front of me.

rude behaviour and throwing
documents at anyone is certainly not in their job description.

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 10_1_1 like Mac OS X) AppleWebKit/602.2.14 (KHTML, like Gecko) Version/10.0
Mobile/14B100 Safari/602.1

From:
Sent: April 13, 2017 03:57 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: comment

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code

country: Canada

time_contact-hh: 10:00

date_month: April

date_day: 13

date_year: 2017

time_mm: - mm -

location: Pearson Airport

service provider: Nexus

— — — — —

never looked me in the eye, never cracked a smile.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_12_4) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/57.0.2987.133
Safari/537.36

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PROTECTED A

From:
Sent: April 12, 2017 10:29 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number

address:

city:

province state

postal code:

country:

date_month: April

date_day: 12

date_year: 2017

time_hh:

time_mm: 4

location: vancouver

have the most
sour faced

PROTECTED A

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_12_4) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/57.0.2987.133
Safari/537.36

Payette, Ryan

From:
Sent: April 7, 2017 04:51 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: ;

first name

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 13:00

date_month: March

date_day: 30

date_year: 2017

time_hh:

time_mm:

↑
.

↓

were humiliating me, being rude, and even after knowing what i do continued to look through my phone content and all the videos."

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/57.0.2987.133
Safari/537.36

Payette, Ryan

From:
Sent: April 6, 2017 01:42 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number

address:

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: April

date_day: 03

date_year: 2017

time_hh:

time_mm:

location: Toronto Pearson

Her tone was extremely aggressive ;

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_10_5) AppleWebKit/602.4.8 (KHTML, like Gecko) Version/10.0.3
Safari/602.4.8

Payette, Ryan

From:
Sent: April 5, 2017 01:36 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number: -

address:

city:

province state:

postal code:

country:

date_month: April

date_day: 04

date_year: 2017

time_hh:

time_mm:

location: Toronto Lester B. Pearson International Airport - Terminal III

an unpleasant and condescending voice.

1

mean and shouted at me

the officer was very

me impatiently

him yelling at
disrespectful gesture t

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_6) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/56.0.2924.87
Safari/537.36

1

PROTECTED A

From:
Sent: April 18, 2017 10:30 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: /

phone number:

address: :

city:

province state

postal code:

country: (

time_contact-hh: 11:00

date_month: April

date_day: 14

date_year: 2017

time_hh:

time_mm:

location: CBSA 2720 Britannia Rd E, Mississauga

1

2

PROTECTED A

|
'
let us speak to them.

The officers were very rude and impolite and didn't

She repeatedly harassed me :

behaved very rude .

.....

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/57.0.2987.133
Safari/537.36

1

PROTECTED A

From:
Sent: April 19, 2017 08:55 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: ;

first name: ;

family name:

phone number:

address:

city:

province state: |

postal code

country:

time_contact-hh: 16:00

date_month: April

date_day: 17

date_year: 2017

time_hh: ;

time_mm:

location: YVR - Vancouver International Airport,

asked me if I “had ever been in trouble with the law?”

aggressively stepped between us and motioned with his hand towards the plane, saying “get out of here, we’re done with you.”

uncalled for and insulting. incredibly unprofessional
lost control of his emotions and was not able to maintain the decorum
expected of a person in his position.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_6) AppleWebKit/601.7.8 (KHTML, like Gecko) Version/9.1.3 Safari/601.7.8

From:
Sent: April 19, 2017 08:55 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: ;

first name:

family name:

phone number: (

address:

city:

province state:

postal code:

country:

time_contact-hh: 16:00

date_month: April

date_day: 17

date_year: 2017

time_hh:

time_mm:

location: YVR - Vancouver International Airport,

he then asked me if I “had ever been in trouble with the law?”

aggressively stepped between us

pointed his finger directly at my face

loud and aggressive tone,

lost control of his emotions

unprofessional

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_6) AppleWebKit/601.7.8 (KHTML, like Gecko) Version/9.1.3 Safari/601.7.8

From:
Sent: April 19, 2017 08:55 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address: :

city: '

province state:

postal code: '

country:

time_contact-hh: 16:00

date_month: April

date_day: 17

date_year: 2017

time_hh:

time_mm:

location: YVR - Vancouver International Airport,

he then asked me if I “had ever been in trouble with the law?”

aggressively stepped between us :

pointed his finger directly at my face

loud and aggressive tone, ‘

lost control of his emotions .

incredibly unprofessional

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_6) AppleWebKit/601.7.8 (KHTML, like Gecko) Version/9.1.3 Safari/601.7.8

From: [REDACTED]
Sent: April 20, 2017 11:36 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: comment

email2:

first name:

family name:

phone number:

address:

city:

province state

postal code: :

country:

date_month: April

date_day: 16

date_year: 2017

time_hh:

time_mm

location: Toronto Airport

2

PROTECTED A

certification: yes

3

Submit: Submit

PROTECTED A

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/57.0.2987.133 Safari/537.36

Payette, Ryan

From:
Sent: April 21, 2017 09:02 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays:

time_contact-hh: 11:00

date_jour: 14

date_mois: avril

date_annee: 2017

temp_hh: :

temp_mm:

lieu: Aeroport Toronto

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 6.1) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/57.0.2987.133 Safari/537.36

Payette, Ryan

From:
Sent: April 23, 2017 06:24 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: |

phone number:

address: !

city:

province state:

postal code: '

country:

time_contact-hh: 11:00

date_month: April

date_day: 13

date_year: 2017

time_hh:

time_mm:

location: yvr-Vancouver Int.Airport Pasenger OPs

He shot me a distainful look :

demeaning refiections in the voice,

he is so condescending and demeaning.

these two officers
became so agitated that I had dared to question their authority or methods,to the point of the glaring eyes and the
menacing implied threat

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko

From:
Sent: April 24, 2017 12:02 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: comment

email2:

first name:

family name:

phone number:

address:

city:

province state: (

postal code:

country:

date_month: April

date_day: 06

date_year: 2017

time_hh: (

time_mm: (

location: Montréal International Airport (YUL)

walking away, the agent then lets out a comment to her colleague, saying: "I don't get how people can come here and-"
(she then stopped herself.)

The agent's attitude was unwelcoming,

|
:
.

,

,

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_9_5) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/57.0.2987.98
Safari/537.36 OPR/44.0.2510.857

From:
Sent: April 24, 2017 02:50 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: .

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: April

date_day: 22

date_year: 2017

time_hh: (

time_mm:

location: Montreal Airport Trudeau

the agent was absolutely horrible and even threatened her,

plane. agent taunting her saying she will miss her

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/51.0.2704.79
Safari/537.36 Edge/14.14393

From:
Sent: April 24, 2017 06:58 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone: ·

adresse:

ville:

province etat:

code postal:

pays:

time_contact-hh: 13:00

date_jour: 05

date_mois: février

date_annee: 2017

temp_hh: :

temp_mm: - mm -

lieu: aéroport de Montréal

1

2

PROTECTED A

j ai été menacée tres durement

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/57.0.2987.133 Safari/537.36

1

PROTECTED A

From:
Sent: April 24, 2017 08:06 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: |

first name:

family name: |

phone number:

address:

city:

province state: "

postal code:

country:

time_contact-hh: 10:00

date_month: April

date_day: 11

date_year: 2017

time_hh: .

time_mm:

1

2

PROTECTED A

acted totally unreasonably in refusing me permission to board

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/51.0.2704.79
Safari/537.36 Edge/14.14393

From:
Sent: April 24, 2017 07:41 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: April

date_day: 11

date_year: 2017

time_hh:

time_mm:

would not clear me to board the flight.

he

3

PROTECTED A

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/51.0.2704.79
Safari/537.36 Edge/14.14393

From:
Sent: April 24, 2017 10:13 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: April

date_day: 24

date_year: 2017

time_hh:

time_mm: .

location: Toronto Airport YYZ

stopped for questioning and was delayed for 45 minutes at the customs.

1

2

PROTECTED A

His phone was searched and he was threatened to arrest him.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/51.0.2704.79
Safari/537.36 Edge/14.14393

From:
Sent: April 25, 2017 09:42 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: ''

family name:

phone number:

address:

city:

province state: (

postal code:

country:

time_contact-hh: 17:00

date_month: April

date_day: 23

date_year: 2017

time_hh:

time_mm:

location: Britannia Rd, Toronto

2

PROTECTED A

insisted that

She just wouldn't listen to me and

and disregard

speaking to any client with disrespect

PROTECTED A

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Trident/7.0; rv:11.0) like Gecko

From:
Sent: April 25, 2017 05:34 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: comment

email2:

first name: ,

family name: |

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: April

date_day: 25

date_year: 2017

time_hh:

time_mm:

location: Vancouver

He was very rude.

he had to answer aggressively v

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_3_1 like Mac OS X) AppleWebKit/603.1.30 (KHTML, like Gecko) Version/10.0
Mobile/14E304 Safari/602.1

1

PROTECTED A

From:
Sent: April 26, 2017 05:28 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2

first name

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: April

date_day: 25

date_year: 2017

time_hh: 1

time_mm:

location: YVR

1

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1

2

PROTECTED A

treated very rudely and asked leading questions:

"This male agent performed a PHYSICAL search
present."

During the "interview" she was

without a female agent or any other witness

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; rv:53.0) Gecko/20100101 Firefox/53.0

1

Recourse Directorate Direction des recours RECEIVED - REÇU
APR 13 2017 <i>PB</i>
File No. _____
Ref. _____

Bonjour

l'aéroport de Elliot Trudeau a

Montréal

Donc cet agent, dont son tenu officiel, et son badge ne mentionne aucunement une relation avec l'agence des services Frontaliers du Canada, la police, ou une agence de sécurité du gouvernement, m'a demandé si je ramène de l'argent cash avec moi,

1

To whom may concern:

Recourse Directorate Directi... Recours RECEIVED - REÇU	
APR 18 2017	
File No	_____

office of Canada
border Services Agency at Vancouver International Airport, i felt unfair. I felt
discrimination

From:
Sent: April 27, 2017 12:53 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: ,

family name:

phone number:

address:

city:

province state:

postal code:

country:

date_month:

date_day: 25

date_year: 2017

time_mm: - mm -

location: Toronto airport

feedback: Hello.

professionalism | the lack of

he had

been going through my files without even having informed me.

absolutely unprofessional, cunning and deceptive to take my phone with the excuse of checking my ticket and then going through my files.

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 6.0.1; SM-T550 Build/MMB29M) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/57.0.2987.132 Safari/537.36

From: CBSA-ASFC_Appeals-Appels
Sent: April 27, 2017 01:44 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject:

Please provide a cfn for this client.

Thanks

Appeals

From: RCMS-SGRR@cbsa-asfc.gc.ca [mailto:RCMS-SGRR@cbsa-asfc.gc.ca]
Sent: April 20, 2017 1:40 PM
To: CBSA-ASFC_Appeals-Appels; CBSA-ASFC_RCMS-SGRR
Subject: Online submission has been processed

RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

[Launch RCMS Enforcement](#)

Notification de **SGRR** Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous.

[Ouvrir SGRR Exécution de la loi](#)

fmrID: rcms2016c

2

PROTECTED A

date ttp action: 2017-03-27

client type: individual [appellantType=1]

client first name

client surname:

client address:

client city:

client country:

client province/state

client postal/zip code:

client phone number:

client phone number type

officer he was incredibly rude

The officer ignored me and acted like he was deaf. .

Officer took my phone, with a smug smirk on his face, requested
my password took the phone and told me to "go sit over there"
Officer Then starts asking me in an extremely
accusatory.

certificationField: yes

date submitted: 2017-04-20

language: english [language=1]

3

PROTECTED A

notarobot: 1

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_3) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/56.0.2924.87 Safari/537.36

1

PROTECTED A

From:
Sent: April 27, 2017 07:21 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: April

date_day: 27

date_year: 2017

time_hh:

time_mm:

location: Toronto Airport, Connections Canada Customs booth

feedback:

the behaviour of the custom officers who

1

2 PROTECTED A interviewed me was extremely rude and unnecessarily intimidating.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_6) AppleWebKit/603.1.30 (KHTML, like Gecko) Version/10.1
Safari/603.1.30

From:
Sent: April 28, 2017 02:22 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

identification: victim

confirm:

first_name:

family_name:

phone:

address: 1

city:

province_state: 1

postal_zip: 1

country: 1

time_mm: - mm -

staff_contact:

date_month: April

date_day: 22

date_year: -

time_hh2

time_mm2:

information: on

location: Vancouver international airport

feedback:

1

2

PROTECTED A

he would not answer and was rude,

After a wait (he called over to another CBSA officer and he was very vague a

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 10_3_1 like Mac OS X) AppleWebKit/603.1.30 (KHTML, like Gecko) Version/10.0
Mobile/14E304 Safari/602.1

1

(
PROTECTED A

From:
Sent: April 28, 2017 12:56 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: j

first name:

family name: (

phone number:

address:

city:

province state:

postal code:

country: (

time_contact-hh: 17:00

date_month: April

date_day: 25

date_year: 2017

time_mm: - mm -

location: Vancouver International Airport

service provider: CBSA

1

2

PROTECTED A

feedback: To Whom This May Concern:

we found the

CBSA form that indicated to us our luggage had been opened and searched.

However, items were missing and/or damaged.

certification: yes

Submit: Submit

1

PROTECTED A

From: CBSA-ASFC_RCMS-SGRR
Sent: April 23, 2017 11:44 AM
To: CBSA-ASFC_Appeals-Appels; CBSA-ASFC_RCMS-SGRR
Subject: Online submission has been processed

Follow Up Flag: Follow up
Flag Status: Completed

RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

[Launch RCMS Enforcement](#)

Notification de **SGRR** Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous.

[Ouvrir SGRR Exécution de la loi](#)

fmrID: rcms2016c

date of action: 2017-04-17

client type: individual [appellantType=1]

client first name:

2 client
surname

client address:

client city:

client country:

client province/state:

client postal/zip code:

client phone number

client phone number type:]

detailsField:

PROTECTED A

the customer officer just
like a money seek and want to rob our money into their pocket, that is tolerable and unbelievable rube and barely educated.

certificationField: yes

date submitted: 2017-04-23

language: english [language=1]

notarobot: 1

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_12_4) AppleWebKit/603.1.30 (KHTML, like Gecko) Version/10.1 Safari/603.1.30

From:
Sent: April 29, 2017 09:19 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: comment

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: April

date_day: 27

date_year: 2017

time_hh:

time_mm:

location: Toronto International Airport YYZ

feedback:

1

2

PROTECTED A

CBSA officer was unprofessional

First of all the officer failed to be courteous.

CBSA officers are legally entitled to ask any questions to any individuals entering the border but this does not required to be rude.

the officer was CHEWING GUM WHILE ADDRESSING TO THE

MEMBER OF THE PUBLIC.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_9_5) AppleWebKit/601.7.8 (KHTML, like Gecko) Version/9.1.3
Safari/537.86.7

Payette, Ryan

From: -
Sent: April 30, 2017 03:07 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number: (

address:

city: `

province state:

postal code:

country:

time_contact-hh: 15:00

date_month: April

date_day: 29

date_year: 2017

time_hh: :

time_mm: :

location: Pearson airport

feedback:

she very passive aggressive

officer questioned me like I am criminal

1

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_3_1 like Mac OS X) AppleWebKit/602.1.50 (KHTML, like Gecko)
CriOS/56.0.2924.79 Mobile/14E304 Safari/602.1

Payette, Ryan

From:
Sent: April 30, 2017 01:38 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: April

date_day: 30

date_year: 2017

time_hh:

time_mm:

location: Montreal YUL

feedback:

1

Ma plainte sur l'interpretation erronee et abusive de la douaniere :

La douaniere a démontré une exces de zeile et un manque de jugement en appliquant un avertissement au dossier.

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 7.0; SM-N920W8 Build/NRD90M) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/57.0.2987.132 Mobile Safari/537.36

Payette, Ryan

From:
Sent: April 30, 2017 06:38 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: |

first name:

family name:

phone number:

address: ,

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: April

date_day: 07

date_year: 2017

time_hh:

time_mm:

location: Toronto Pearson Airport, Terminal #1 Customs/Immigration

feedback: To whom it may concern:

1

The initial agent in the main area was professional and courteous. However, I can not say that for the Border Agent in your baggage area.

the agent was acting strange and unnecessarily aggressive I asked to see a supervisor. He appeared angry about my request and threatened to send me back apparently as retaliation.

his name. which he made every attempt to conceal.

Another agent he also was very professional and courteous.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_12_4) AppleWebKit/603.1.30 (KHTML, like Gecko) Version/10.1
Safari/603.1.30

Payette, Ryan

From:
Sent: May 1, 2017 03:44 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: April

date_day: 27

date_year: 2017

time_mm: - mm -

location: LBPIA T3

1

this interpreter had great hostility to me. I

She didn't translate,

. She just insulted me and intimidated me and I could feel she was so proud and
so happy.

she stared at me and intimidated me even
harder.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64; Trident/7.0; Touch; rv:11.0) like Gecko

Payette, Ryan

From: RCMS-SGRR@cbsa-asfc.gc.ca
Sent: April 13, 2017 01:04 PM
To: CBSA-ASFC_Appeals-Appels; CBSA-ASFC_RCMS-SGRR
Subject: Online submission has been processed
RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

[Launch RCMS Enforcement](#)

Notification de **SGRR Exécution de la loi**

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous.

[Ouvrir SGRR Exécution de la loi](#)

enforcement action appeal: yes

date of action: 2017-04-07

client type: individual [appellantType=1]

client first name:

client surname: I

client address: 7

client city:

client country:

client province/state:

client postal/zip code:

client phone number:

client phone number type:

detailsField: Hello

take treated very unfarily at the airport by your staff, he was being very rude, and was looking for things to

certificationField: yes

date submitted: 2017-04-13

language: english [language=1]

notarobot: 1

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/57.0.2987.133 Safari/537.36

April 5, 2017

Recourse Directorate
Canada Border Services Agency
333 North River Rd, Tower A, 11th Floor
Ottawa, ON
K1A 0L8

Subject: Recourse

Recourse Directorate Direction des recours RECEIVED - REÇU APR 06 2017 File No. _____ Ref. _____

To Whom It May Concern:

DETAILED SUMMARY OF EVENT

the agent immediately adopted a hostile tone - later frequently looking to her colleague and seemingly rolling her eyes incredulously at our interaction. [REDACTED]

agent had reached the peak of her hostility and accused me

Payette, Ryan

From:
Sent: May 2, 2017 11:08 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address: :

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: April

date_day: 29

date_year: 2017

time_hh: :

time_mm:

location: Pearson International Airport

1

very demeaning way and asked 'where am I coming from?'
questions that made no sense s
talking down to me persistently.

He said 'come here' in a
After that he asked me a series of

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64; rv:53.0) Gecko/20100101 Firefox/53.0

Payette, Ryan

From:
Sent: May 3, 2017 04:16 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: April

date_day: 09

date_year: 2017

time_hh:

time_mm:

location: Toronto Airport

Submit: Submit

Mozilla/5.0 (Linux; Android 7.0; P00A Build/NRD90M) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/58.0.3029.83
Safari/537.36

Payette, Ryan

From: CBSA-ASFC_CONTACT
Sent: May 4, 2017 03:50 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FW:
Hello Complaints Unit,

Client complaint (en francais) in regards to lack of privacy during his customs clearance for your action.

We are closing this transaction on our end.

Thank you,
David Lamoureux

A/Technical Advisor, Border Information Services and Contact Us Canada
Border Services Agency / Government of Canada
david.lamoureux@cbsa-asfc.gc.ca / Tel 1-204-983-3413 / TTY: 866-335-3237

Conseiller Technique/I, Service d'information sur la frontière et Contactez-nous Agence
des services frontaliers du Canada / Gouvernement du Canada
david.lamoureux@cbsa-asfc.gc.ca / Tél 1-204-983-3413 / ATS: 866-335-3237

From: [REDACTED] **Sent:**
May 4, 2017 3:36 AM
To: contact@cbsa.gc.ca
Subject:

» la façon de m avoir interroger dans l'aéroport devant en plein milieu d'une place public manque un peu de courtoisie .L'agent ma posée beaucoup de questions

Payette, Ryan

From:
Sent: May 6, 2017 12:35 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat: (

code postal:

pays:

time_contact-hh: 09:00

date_jour: 30

date_mois: avril

date_annee: 2017

temp_hh:

temp_mm:

lieu: Aéroport Elliot Trudeau

1

J'ai été victime de profilage racial

Il m'a posé des questions : est-ce que c'est mon seul bagage à main, est-ce que je ramène de l'alcool.

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/534.57.2 (KHTML, like Gecko) Version/5.1.7 Safari/534.57.2

Payette, Ryan

From:
Sent: May 4, 2017 05:09 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state: l

postal code: '

country: '

time_contact-hh: 09:00

date_month: May

date_day: 04

date_year: 2017

time_hh: :

time_mm:

location: YVR Airport immigration and agriculture office

1

These two guys were so rude and unwilling to even try to look into my situation

It

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_6_8) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/49.0.2623.112
Safari/537.36

Payette, Ryan

From:
Sent: May 6, 2017 02:02 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: I

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: May

date_day: 05

date_year: 2017

time_hh:

time_mm: I

location: Vancouver Airport

feedback:

his lack of
training has resulted in arrogant, preponderant, despot officers who abuse their roles and power.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64; Trident/7.0; Touch; rv:11.0) like Gecko

Payette, Ryan

From:
Sent: May 9, 2017 09:13 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission

Categories:
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

date_month: April

date_day: 30

date_year: 2017

time_hh:

time_mm:

location: Toronto Lester B. Pearson International Airport - Terminal III

feedback: C

a custom officer, he asked for my phone and as he was going through it he started making inappropriate personal comments about by text messages.

visibly irritated he
rudely kept on with the the questions -

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_12_4) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/57.0.2987.133
Safari/537.36

Payette, Ryan

From: -
Sent: May 10, 2017 05:20 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: compliment

email2: j

first name:

family name:

phone number: .

address:

city:

province state:

postal code:

country: .

time_contact-hh: 17:00

date_month: May

date_day: 04

date_year: 2017

time_hh: .

time_mm:

location: Toronto

feedback: Hello,

1

I a complaint about the treatment of airport staff, specifically of the police personnel where one shows the passport when arriving. They made me feel humiliated

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_3) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/58.0.3029.110
Safari/537.36

Payette, Ryan

From: ~
Sent: May 10, 2017 07:41 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: May

date_day: 03

date_year: 2017

time_hh: |

time_mm:

location: Vancouver Airport

feedback:

1

were serviced by Officer who was curt but professional. we

this unwarranted and inappropriate statement and violation of privacy.
The statement was unnecessary and highly unprofessional.

such unprofessional behavior and poor judgment from a Canadian official.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/58.0.3029.96 Safari/537.36
IE8Mercury

Payette, Ryan

From:
Sent: May 12, 2017 09:06 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: (

first name: (

family name:

phone number:

address:

city:

province state

postal code:

country:

time_contact-hh: 11:00

date_month: February

date_day: 25

date_year: 2017

time_hh:

time_mm: - mm -

location: Pearson International

outrageously rude and disrespectful.

He then said "I hope you're comfortable
be here a long time".

"because you're going to

his temperament and entire lack of professionalism was offensive.

then proceeded to take EVERY SINGLE item out of both of my bags...
and he tossed EVERY ITEM on a pile on his steel bench.

He

He laughed at this request.!

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_9_2) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/56.0.2924.87
Safari/537.36

Payette, Ryan

From:
Sent: May 12, 2017 05:40 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city: |

province state:

postal code: 98036

country: USA

time_contact-hh: 17:00

date_month: November

date_day: 13

date_year: 2016

time_mm: - mm -

1

was very intimidating. questioning me and it
everything in his power for me to miss my flight and enjoyed the process. . It looked like he did

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_3_1 like Mac OS X) AppleWebKit/603.1.30 (KHTML, like Gecko) Version/10.0
Mobile/14E304 Safari/602.1

Payette, Ryan

From:
Sent: May 13, 2017 08:11 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: May

date_day: 10

date_year: 2017

time_hh:

time_mm: 4

location: Toronto

1

feedback

he

started yelling at me calling me a liar

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/58.0.3029.81
Safari/537.36

Payette, Ryan

From:
Sent: May 13, 2017 08:25 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: I

family name:

phone number:

address:

city:

province state:

postal code: I

country:

time_contact-hh: 13:00

date_month: April

date_day: 20

date_year: 2017

time_hh:

time_mm: :

location: Toronto Pearson International Airport

service provider: Canadian Border Services Agency

1

unbelievably and blatantly bigoted experience.

Our entire group people was pulled aside for "random" questioning by CBSA personnel,

The questions we were asked indicated a complete lack of any education

She asked questions

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_12_4) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/49.0.2623.87
Safari/537.36

Payette, Ryan

From:
Sent: May 14, 2017 01:24 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: [REDACTED]

first name:

family name: [REDACTED]

phone number:

address:

city:

province state:

postal code:

country: [REDACTED]

time_contact-hh: 16:00

date_month: May

date_day: 13

date_year: 2017

time_hh:

time_mm:

location: Toronto Pearson Terminal 1

1

a cbsa guard yelled out, "NO STOPPING AT THE EXITS".

he said In a very aggressive and
intimidating manner, '

I was harassed and threatened. [REDACTED]

certification: yes

Submit: Submit

Mozilla/5.0 (BB10; Kbd) AppleWebKit/537.35+ (KHTML, like Gecko) Version/10.3.3.2163 Mobile Safari/537.35+

Payette, Ryan

From:
Sent: May 15, 2017 12:13 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 16:00

date_month: May

date_day: 01

date_year: 2017

time_hh: |

time_mm:

location: YVR

I was held by security and was escorted against my will to a CBSA screening area.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_2_1 like Mac OS X) AppleWebKit/602.4.6 (KHTML, like Gecko) Version/10.0
Mobile/14D27 Safari/602.1

Payette, Ryan

From:
Sent: May 17, 2017 10:21 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name: |

phone number:

address:

city:

province state:

postal code:

country: .

time_contact-hh: 13:00

date_month: May

date_day: 12

date_year: 2017

time_hh:

time_mm:

location: Pearson International Airport Terminal 3

aggressive, he was rude, insensitive and
legal counsel; the officer stated that they did not have the right for

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/58.0.3029.110
Safari/537.36

Payette, Ryan

From:
Sent: May 17, 2017 10:55 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number

address:

city:

province state:

postal code:

country:

date_month: February

date_day: 24

date_year: 2017

time_hh: :

time_mm: :

location: Toronto Pearson Airport

making fun of the

1

patient, imitating him in speech and gesture, calling him fat, and generally trying to get a laugh out of the others.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_10_5) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/58.0.3029.110
Safari/537.36

From:
Sent: May 19, 2017 02:39 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state: |

postal code:

country:

date_month: May

date_day: 17

date_year: 2017

time_hh: :

time_mm:

location: Vancouver YVR

we are greeted by pouty faced ,no so sense , no logic agents. They stare at us

1

2 I A already making us feel like we are criminals and that we had killed someone

The issue is only with YVR custom agents, Calgary, Edmonton, Toronto, even the U.S customs isn't as bad as Vancouver custom agents.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_12_4) AppleWebKit/603.1.30 (KHTML, like Gecko) Version/10.1
Safari/603.1.30

1

PROTECTED A

From: -
Sent: May 20, 2017 07:36 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: comment

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code: |

country:

date_month: May

date_day: 19

date_year: 2017

time_hh: :

time_mm: |

location: Toronto Pearson (Terminal 1)

feedback: Good day,

I would like to file a complaint against one of your Canada Border Services Agency (CBSA) agents.

1

2

PROTECTED A

some Canadians to feel "less Canadian"! His style of questioning is offensive, insensitive, and could cause

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; rv:53.0) Gecko/20100101 Firefox/53.0

1

PROTECTED A

From:
Sent: May 20, 2017 08:38 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country: I

time_contact-hh: 12:00

date_month: May

date_day: 15

date_year: 2017

time_hh:

time_mm: :

location: Toronto

The agent of immigration to me and my family we find the poor attention of a rude and arrogant person who at the beginning of the interview only showed bad treatment

Il m'a dit que mon dossier était en cours de traitement. Il m'a dit que mon dossier était en cours de traitement. Il m'a dit que mon dossier était en cours de traitement.

certification: yes

Submit: Envier

Mozilla/5.0 (Linux; Android 5.0.1; ALE-L23 Build/HuaweiALE-L23) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/43.0.2357.93 Mobile Safari/537.36

From:
Sent: May 21, 2017 01:09 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: May

date_day: 18

date_year: 2017

time_hh:

time_mm

location: Vancouver International Airport

feedback: To Whom It May Concern,

1

2

PROTECTED A

CBSA officers stopped me and started to question me .

He and his partner started to question me
more and asked me to show him my itinerary

But my experience in that office
clearly an interrogation.

What makes a huge difference is the officers' tones and attitudes.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_12_4) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/58.0.3029.110
Safari/537.36

From:
Sent: May 23, 2017 01:44 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number: (

address:

city:

province state

postal code:

country:

time_contact-hh: 15:00

date_month: May

date_day: 23

date_year: 2017

time_hh:

time_mm: (

location: Toronto, Pearson Airport, Terminal 3

2

PROTECTED A

feedback: Hi,

I am writing to report a complaint about Officer [REDACTED] about
his poor public service, and a compliment about Officer [REDACTED] for his exceptional public
service.

but he continued to ignore me and did not speak to me. /

His attitude was very aloof and arrogant. He treated me like that I was an
idiot by totally ignoring me.

Fortunately, Officer [REDACTED] was super helpful!
where I should go and what I should do.
patient, and informative.

explained in very details
He was very polite,

[REDACTED] officer [REDACTED] and that female officer in the immigration office were super helpful, providing great service
and making my travel much easier.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/51.0.2704.79
Safari/537.36 Edge/14.14393

Payette, Ryan

From:
Sent: May 26, 2017 09:22 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state

postal code

country:

time_contact-hh: 12:00

date_month: May

date_day: 23

date_year: 2017

time_hh:

time_mm:

location: Vancouver

Creemos que fuimos víctimas de discriminacion

certification: yes

Submit: Enviar

Mozilla/5.0 (Linux; Android 6.0.1; SM-A520F Build/MMB29K) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/58.0.3029.83 Mobile Safari/537.36

Payette, Ryan

From:
Sent: May 27, 2017 05:19 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: !

family name: |

phone number:

address: { " " }

city: `

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: May

date_day: 27

date_year: 2017

time_hh:

time_mm: 3

location: Toronto Pearson Airport Nexus office

service provider: CBSA

1

questioning where we came from, country, The CBSA agent began

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 9_3_5 like Mac OS X) AppleWebKit/601.1.46 (KHTML, like Gecko) GSA/27.0.155813979
Mobile/13G36 Safari/601.1

Payette, Ryan

From:
Sent: May 29, 2017 11:18 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille: (

numero de telephone:

adresse:

ville:

province etat: (

code postal:

pays:

time_contact-hh: 09:00

date_jour: 06

date_mois: mai

date_annee: 2017

temp_hh: (

temp_mm: :

retroaction:

1

attestation: yes

Submit: Envier

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/58.0.3029.110
Safari/537.36

Payette, Ryan

From:
Sent: May 29, 2017 01:27 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state: ,

postal code:

country:

time_contact-hh: 10:00

date_month: May

date_day: 29

date_year: 2017

time_hh: :

time_mm:

location: Toronto Pearson

The customs officer was extremely rude to me.

He

1

made rude childish noises

he was again rude and refused.

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 6.0.1; SAMSUNG SM-N910W8 Build/MMB29M) AppleWebKit/537.36 (KHTML, like Gecko)
SamsungBrowser/4.0 Chrome/44.0.2403.133 Mobile Safari/537.36

Recourse Directorate Direction des recours RECEIVED - REÇU
MAY 29 2017 <i>CSA</i>
File No. _____
Ref. _____

Recourse Directorate
Canada Border Services Agency
Ottawa, On K1A 0L8

To Whom It May Concern

I am complaining about harassment at the Toronto Pearson Airport Terminal 3.

I am asking for compensation of _____ for damage done

To my c

Payette, Ryan

From: CBSA-ASFC_VPOPS_Complaints-DGOPS_Plaintes
Sent: May 30, 2017 02:40 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FW: CFN REQUEST: FW:
Attachments: .

Good afternoon,

Could you please create a CFN for this complaint?

Thank you!

Cethia Hergholi-Funes

Administrative Assistant, Vice President's Office, Operations Branch
Canada Border Services Agency | Government of Canada
Cethia.HergholiFunes@cbsa-asfc.gc.ca | (613) 952-83-71

From: Vogt, Trevor **On Behalf Of** PAC-CBSA, Program Services Correspondence Unit **Sent:**
May 30, 2017 12:18 PM
To: CBSA-ASFC_VPOPS_Complaints-DGOPS_Plaintes <VPOPS_Complaints-DGOPS_Plaintes@cbsa-asfc.gc.ca>; Pejkoivic,
Tony <Tony.Pejkoivic@cbsa-asfc.gc.ca>; PAC-Dist_CBSA_Correspondence Unit
<333Dunsmuir_Complaints_Unit@cbsaasfc.gc.ca>; Sew Sen Lee, Christine <Christine.SewSenLee@cbsa-asfc.gc.ca>;
Sidhu, Sonia <Sonia.Sidhu@cbsaasfc.gc.ca>; Tse, Jackie <Jackie.Tse@cbsa-asfc.gc.ca>
Cc: PAC-CBSA, Program Services Correspondence Unit <PAC-CBSAProgramServicesCorrespondenceUnit@cbsaasfc.gc.ca>
Subject: CFN REQUEST:

Good Day,

We are requesting a CFN for this complaint.

Regards,

Trevor Vogt
Administrative Assistant, Operations Branch
Canada Border Services Agency / Government of Canada
Trevor.Vogt@cbsa-asfc.gc.ca / Tel. : 604-666-2651
Adjoint Administrative, Direction générale des opérations
Agence des services frontaliers du Canada / Gouvernement du Canada Trevor.Vogt@cbsa-asfc.gc.ca
/ Tél. : 604-666-2651

From:

May 29, 2017 5:21 PM

To: PAC-CBSA, Program Services Correspondence Unit <PAC-CBSAProgramServicesCorrespondenceUnit@cbsaasfc.gc.ca>

Subject: FW:

Officer Scott,

Sent:

From:

May-29-17 2:22 PM

To:

Subject:

Sent:

subjected to very rude and accusatory treatment, 1

was

From:
Sent: May 31, 2017 04:47 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2: (

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays:

date_jour: 02

date_mois: avril

date_annee: 2017

temp_hh:

temp_mm:

lieu: Dorval

fournisseur de service: Douanes Canada

1

2
me pose les questions habituelles,

à l'aéroport international Trudeau, l'agent

L'agent me demande de voir les factures de mes achats.

du douanier : l'attitude aggressive

|
|
|

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko

Payette, Ryan

From:
Sent: June 5, 2017 09:20 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: June

date_day: 03

date_year: 2017

time_hh:

time_mm:

location: Pearson Airport, Toronto

again to come over

She yelled at me

she said something along the lines of, "Listen, when a Canadian Customs Officer tells you to do something, you DO IT. It doesn't matter why, you do it and you DON'T ASK QUESTIONS."

While she was doing this she also practically snatched my form out of my hands and thrust it back at me when she was done.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; rv:53.0) Gecko/20100101 Firefox/53.0

Payette, Ryan

From:
Sent: June 6, 2017 10:30 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse:

ville: I

province etat: /

code postal

pays:

time_contact-hh: 15:00

date_jour: 31

date_mois: mai

date_annee: 2017

temp_hh:

temp_mm:

lieu: Aeroport de Montreal

De là, nous nous retrouvons face à une douanière qui nous pose des questions concernant notre entrées dans le pays. f

Submit: Soumettre

Mozilla/5.0 (Linux; Android 5.1; HTC Desire 626 Build/LMY47O) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/57.0.2987.132 Mobile Safari/537.36

Payette, Ryan

From:
Sent: June 6, 2017 10:35 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays:

date_jour: 31

date_mois: mai

date_annee: 2017

temp_hh:

temp_mm:

lieu: Aéroport de Montréal, Québec

retroaction: Madame/Monsieur,

De là, nous nous retrouvons face à une douanière qui nous pose des questions concernant notre entrées dans le pays.

Merci de votre compréhension, cordialement.

ST FORT Prisca

Payette, Ryan

From:
Sent: June 6, 2017 11:34 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name

phone number

address:

city:

province state:

postal code: '

country: ('

time_contact-hh: 16:00

date_month: May

date_day: 28

date_year: 2017

time_hh:

time_mm:

location: Nexus office at YVR Vancouver Airport

She was quite rude to me,

made snide comments :

the officer had

and authority over us.

officer abused her power

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 10_1_1 like Mac OS X) AppleWebKit/602.2.14 (KHTML, like Gecko) Version/10.0
Mobile/14B100 Safari/602.1

Payette, Ryan

From:
Sent: June 11, 2017 09:28 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: comment

email2: .

first name:

family name:

phone number:

address: ;

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: May

date_day: 14

date_year: 2017

time_hh:

time_mm:

location: toronto

feedback:

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/58.0.3029.110 Safari/537.36

2017-05-15

Dear Sir/Madam,

at Pearson Airport on 26th March 2017.

my luggage was investigated in a very impolitely and I was unfairly treated at
the airport.

Payette, Ryan

From:
Sent: June 15, 2017 12:11 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city: '

province state:

postal code:

country:

time_contact-hh: 13:00

date_month: June

date_day: 13

date_year: 2017

time_hh:

time_mm:

location: montreal

she was questioning to the point where it felt as a interrogation.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.3; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/58.0.3029.110
Safari/537.36

Payette, Ryan

From:
Sent: June 15, 2017 02:14 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: j

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

date_month:

date_day: 09

date_year: 2017

time_hh:

time_mm:

location: Vancouver

1

He aksed me a lot of questions,

the agent took the benefit and put his words into mine.

certification: yes

Submit: Submit

From:
Sent: June 16, 2017 02:54 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays:

time_contact-hh: 09:00

date_jour: 15

date_mois: juin

date_annee: 2017

temp_hh:

temp_mm:

lieu: Aeroport de Montréal (PET)

retroaction:
le premier agent très sympathique, à l'aéroport PET,

1

2 PROTECTED A

Arrivée à notre tour un autre agent de l'ASFC nous accueille

froidement

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko

From:
Sent: June 16, 2017 07:29 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: l

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: June

date_day: 09

date_year: 2017

time_hh:

time_mm:

location: : paerson

feedback:

1

2 PROTECTED A :

me pidió mi teléfono q

como si fuera un peligroso criminal.

mis derechos humanos, no fui tratado con dignidad a mi persona

fui tratado como criminal, violando

certification: yes

Submit: Enviar

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/58.0.3029.110
Safari/537.36

From:
Sent: June 16, 2017 11:32 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: June

date_day: 16

date_year:

time_hh:

time_mm: - mm -

location: pearsoon airport

f

,

1

2

PROTECTED A

he was very rude and very sarcastic. . . .
insulting me

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/58.0.3029.110
Safari/537.36

From:
Sent: June 17, 2017 03:29 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state: |

postal code:

country:

time_contact-hh: 14:00

date_month: June

date_day: 13

date_year: 2017

time_hh:

time_mm:

location: Toronto Pearson airport

she replied " my job is to watch these doors, I'm not customer service"

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_2 like Mac OS X) AppleWebKit/602.3.12 (KHTML, like Gecko) Version/10.0
Mobile/14C92 Safari/602.1

Payette, Ryan

From:
Sent: June 19, 2017 07:27 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name: (

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: June

date_day: 19

date_year: 2017

time_hh: .

time_mm:

|

one security border guard who refused to listen to me
marched me through the airport like I was some terrorist or something

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/58.0.3029.110
Safari/537.36

Payette, Ryan

From:
Sent: June 20, 2017 10:50 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: ;

phone number:

address:

city:

province state:

postal code:

country

time_contact-hh: 12:00

date_month: May

date_day: 24

date_year: 2017

time_hh:

time_mm:

location: CBSA office Vancouver International Airport, 5000 Miller Rd., #113 Richmond, BC., CA., V7B1K6

1

The communication was difficult, he doubted that if the interpreter could understand and translate correctly and fairly.!

UNFRIENDLY and AGGRESSIVELY treated

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/58.0.3029.110
Safari/537.36

Payette, Ryan

From:
Sent: June 22, 2017 09:28 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: June

date_day: 20

date_year: 2017

time_hh: 22

time_mm: 25

location: Toronto Lester B. Pearson International Airport Terminal III

When our bags finally descended from the baggage carousel, one of the outside pockets of my bag was open with clothing and electronics hanging out.

bag was open

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64; Trident/7.0; Touch; LCJB; rv:11.0) like Gecko

Payette, Ryan

From:
Sent: June 23, 2017 01:12 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address

city:

province state:

postal code: .

country:

time_contact-hh: 11:00

date_month: June

date_day: 12

date_year: 2017

time_hh:

time_mm: - mm -

location: VANCOUVER

feedback:

1

me realizo varias preguntas,

. Cuando llegue al aeropuerto de Vancouver un agente de migración

I de actitudes racistas.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/58.0.3029.110
Safari/537.36

Payette, Ryan

From:
Sent: June 24, 2017 11:48 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille: i

numero de telephone

adresse: (

ville:

province etat: r

code postal:

pays:

time_contact-hh: 17:00

date_jour: 19

date_mois: mai

date_annee: 2017

temp_hh:

temp_mm:

lieu: aéroport Pierre Elliott-Trudeau

retroaction: bonjours

1

l'agent ne sourit pas, en mauvaise humeur, parle très vite et pose pas de questions.

suite a la négligence de cette agent,

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/58.0.3029.110
Safari/537.36

Payette, Ryan

From:
Sent: June 25, 2017 07:39 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: [REDACTED]

first name:

family name: [REDACTED]

phone number:

address:

city: [REDACTED]

province state:

postal code: [REDACTED]

country: [REDACTED]

date_month: June

date_day: 24

date_year: 2017

time_hh:

time_mm:

location: Toronto Pearson Int Airport

saw an officer yell and use threatening body language in an exchange
with an older foreign traveller.

1

The officer walked quickly toward the much smaller man while pointing the direction in an aggressive manner and saying: "Just go, now! Go, go, go!"

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10.10; rv:54.0) Gecko/20100101 Firefox/54.0

Recourse Directorate Direction des recours RECEIVED - REÇU JUN 26 2017 <i>CH</i> File No. _____ Ref. _____
--

Recourse Directorate
Canada Border Services Agency
333 North River Rd, Tower A, 11th Floor
Ottawa, ON K1A 0L8
Ottawa, ON K1A 0L8

May 15, 2017

Without Prejudice

Complaint about unreasonable and unlawful treatment including ongoing harassment and assault by CBSA officers

Location: Vancouver International Airport, International Departures
Date: April 28, 29 and May 5, 2017
Officers:

most intimidating way,

The officers kept interrogating in the

Payette, Ryan

From:
Sent: June 26, 2017 04:09 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country: (

time_contact-hh: 10:00

date_month: June

date_day: 23

date_year: 2017

time_hh: :

time_mm:

location: Pearson Airport, Terminal 1

- the agent's tone was demeaning and unprofessional;

she made unprofessional comments on what she "expected to find"

- her mere attitude of superiority and threatening tone

Payette, Ryan

From:
Sent: June 26, 2017 06:19 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: ' ' - ' ' "

first name:

family name: |

phone number:

address

city:

province state:

postal code:

country:

time_contact-hh: 14:00

date_month: March

date_day: 21

date_year: 2017

time_hh:

time_mm:

location: Terminal 3

customs

officers are often rude, racist and abusers for both air and land border locations.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko

Recourse Directorate
Direction des recours
RECEIVED - REÇU

JUN 30 2017

File No. _____

Ref. _____

June 23rd, 2017

To whom this may concern,

I was stopped by an immigration officer who had told me that I had committed perjury by signing my
name

I had no immigration officers offered to me to assist me

Payette, Ryan

From:
Sent: June 30, 2017 06:37 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: j

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 14:00

date_month: May

date_day: 19

date_year: 2017

time_hh:

time_mm:

location: Vancouver International Airport (V.I.A)

1

feedback: This incident involved Officer [REDACTED] at YVR to clear rescue dogs coming into Canada

[REDACTED]

case from CBSA [REDACTED] our harassment

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10.10; rv:53.0) Gecko/20100101 Firefox/53.0

Payette, Ryan

From:
Sent: July 3, 2017 10:46 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: July

date_day: 03

date_year: 2017

time_hh:

time_mm:

location: Montreal airport Trudeau

1

The CBSA agent made me throw it out.
She was very cold
power
an abuse of

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 9_3_5 like Mac OS X) AppleWebKit/601.1.46 (KHTML, like Gecko) Version/9.0 Mobile/13G36
Safari/601.1

Payette, Ryan

From:
Sent: July 4, 2017 05:00 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: June

date_day: 30

date_year: 2017

time_hh:

time_mm:

location: Toronto, Ontario

↓

the excessive questioning is

not protocol, but harassment.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_3_2 like Mac OS X) AppleWebKit/603.2.4 (KHTML, like Gecko) Version/10.0
Mobile/14F89 Safari/602.1

Payette, Ryan

From:
Sent: July 4, 2017 12:19 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom

nom de famille:

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays:

time_contact-hh: 13:00

date_jour: 03

date_mois: juillet

date_annee: 2017

temp_hh:

temp_mm:

lieu: aeroport Pierre Eliot Trudeau

m'a reçu sèchement, autoritaire, et sans aucune empathie,

criminel

elles à commencer à me traiter comme un délinquant et

discrimination et même un peu de racisme.

Payette, Ryan

From:
Sent: July 4, 2017 10:47 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name:

phone number:

address:

city

province state:

postal code

country:

time_contact-hh: 09:00

date_month: June

date_day: 15

date_year: 2017

time_hh:

time_mm:

location: Toronto Pearson IA

poorly-trained CBSA officers and this is just one more example.

not to send people on a wild goose chase for no discernible reason.

Thank you.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64; rv:54.0) Gecko/20100101 Firefox/54.0

Payette, Ryan

From: GTAR Correspondence RDGO / RGT Correspondance BDGR (CBSA/ASFC)
Sent: July 5, 2017 11:15 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Cc: GTAR Correspondence RDGO / RGT Correspondance BDGR (CBSA/ASFC)
Subject: New Complaint
CFN please

From: Puster, Maria <maria.puster@gtaa.com>
Sent: Wednesday, July 5, 2017 08:22
To: Pacheco, Maria
Cc: Goodlet, Kirk
Subject: FW: Plainte contre un de vos employé

Good morning Maria,

Please see blow a complaint we received regarding CBSA staff conduct. Please see below. For CBSA handling.

Thank you,

Maria Puster, Senior Representative, Flow & Facilitation
Greater Toronto Airports Authority | Customer & Terminal Services
P.O. Box 6031, 3111 Convair Drive, Toronto AMF, Ontario, L5P 1B2
Phone (416) 776-3236 | Fax (416) 776-3075 | **Mobile** www.TorontoPearson.com



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From: GTAA Customer Service
Sent: Wednesday, July 05, 2017 7:35 AM
To: Puster, Maria <maria.puster@gtaa.com>
Cc: Goodlet, Kirk <Kirk.Goodlet@gtaa.com> **Subject:**
Fwd: Plainte contre un de vos employé

Hi Maria,

1

Can you please send this on to CBSA? I will send a response to the passenger advising that his complaint has been forwarded and providing their customer service contact information.

Thanks,

Ayesha Zacharias Customer Service Coordinator
Customer Experience
6-9839
fax 6-5808

In support of our ISO 14001 program, please avoid printing e-mails whenever possible.

On Wed, 5 Jul at 6:59 AM ,

wrote: Bonjour,

| Le monsieur assis au bureau avait un air arrogant
et m'a presque ignoré, il parlait très fort avec un autre employé et ne se souciait vraiment
pas de son travail.

d'une manière vraiment très violente

Payette, Ryan

From: .
Sent: July 9, 2017 10:59 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmlID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays:

date_jour: 29

date_mois: juin

date_annee: 2017

temp_hh:

temp_mm:

lieu: d

l'employé des douanes a brisé le code d'éthique.

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 6.3; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/59.0.3071.115
Safari/537.36

le 4 juillet 2017

AEROPORT INTERNATIONAL MONTREAL
PIERRE ELLIOT TRUDEAU
975 Boulevard Roméo-Vachon
Nord Bureau 445
DORVAL QC H4Y 1H1
CANADA

Bureau du Service d'accueil
D'Immigration-Québec
1^{er} étage des arrivées internationales

Monsieur l'Officier en Chef,

le contrôle des douanes de l'aéroport Pierre E. Trudeau l'a orienté vers votre office de l'immigration
où vous lui avez refusé l'entrée au Canada

From:
Sent: July 12, 2017 12:08 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: June

date_day: 30

date_year: 2017

time_hh:

time_mm: (

location: Vancouver international airport

1

2

she became

rude

She then harshly started yelling orders at me on what I needed to do.

The other woman took over and was just as rude. She refused to help me fill out the form on the computer and kept belittling me and rolling her eyes at me when I said I didn't understand the form.

She showed me no compassion or respect and just kept rolling her eyes.

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 5.0.1; SGH-I337M Build/LRX22C) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/59.0.3071.125 Mobile Safari/537.36

From:
Sent: July 13, 2017 03:11 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays:

time_contact-hh: 10:00

date_jour: 13

date_mois: juillet

date_annee: 2017

temp_hh:

temp_mm:

lieu:

1

2

PROTECTED A

retroaction: URGENT URGENT à répondre

j'ai information contraire de l'immigration .Il ne veut rien entendre ,

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/59.0.3071.115
Safari/537.36

From: Vogt, Trevor
Sent: July 13, 2017 05:44 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: CFN Request: Complaint
Attachments: Complaint.docx

From: Vogt, Trevor **On Behalf Of** PAC-CBSA, Program Services Correspondence Unit
Sent: July 13, 2017 11:00 AM
To: CBSA-ASFC_VPOPS_Complaints-DGOPS_Plaintes <VPOPS_Complaints-DGOPS_Plaintes@cbsa-asfc.gc.ca>; PACDist_CBSA_Correspondence Unit <333Dunsmuir_Complaints_Unit@cbsa-asfc.gc.ca>; Pejkoivic, Tony <Tony.Pejkoivic@cbsa-asfc.gc.ca>; Sew Sen Lee, Christine <Christine.SewSenLee@cbsa-asfc.gc.ca>; Sidhu, Sonia <Sonia.Sidhu@cbsa-asfc.gc.ca>; Tse, Jackie <Jackie.Tse@cbsa-asfc.gc.ca>
Cc: PAC-CBSA, Program Services Correspondence Unit <PAC-CBSAProgramServicesCorrespondenceUnit@cbsaasfc.gc.ca>
Subject: FW: Complaint

Good day,

We are requesting a CFN for this complaint that happened at VIA.

Thank you,

Trevor Vogt

Administrative Assistant, Operations Branch
Canada Border Services Agency / Government of Canada Trevor.Vogt@cbsa-asfc.gc.ca
/ Tel. : 604-666-2651

Adjoint Administrative, Direction générale des opérations
Agence des services frontaliers du Canada / Gouvernement du Canada
Trevor.Vogt@cbsa-asfc.gc.ca / Tél. : 604-666-2651

From: Holtan, Deborah
Sent: July 13, 2017 10:42 AM
To: PAC-Dist_CBSA_Correspondence Unit <333Dunsmuir_Complaints_Unit@cbsa-asfc.gc.ca> **Subject:**
FW: Complaint

Please request a CFN.

Deborah Holtan

2

PROTECTED A

Regional Program Officer, Operations Branch
Canada Border Services Agency / Government of Canada
deborah.holtan@cbsa-asfc.gc.ca / Tel. : 604-666-6151 / TTY: 866-335-3237
Agente régionale de programme, Direction générale des opérations Agence
des services frontaliers du Canada / Gouvernement du Canada
deborah.holtan@cbsa-asfc.gc.ca Tél. : 604-666-6151 / ATS : 866-335-3237

From: Charlton, Kevin
Sent: July 13, 2017 10:26 AM
To: Mahmood, Nausherwan <Nausherwan.Mahmood@cbsa-asfc.gc.ca>; Paul, Lucky <Lucky.Paul@cbsa-asfc.gc.ca>
Cc: Holtan, Deborah <Deborah.Holtan@cbsa-asfc.gc.ca>; Linde, John <John.Linde@cbsa-asfc.gc.ca> **Subject:**
RE: Complaint

Deb – please log this complaint as per regular complaint procedures.

Thanks,
Kevin

From: Mahmood, Nausherwan **Sent:**
July 13, 2017 9:08 AM
To: Charlton, Kevin <Kevin.Charlton@cbsa-asfc.gc.ca>; Paul, Lucky <Lucky.Paul@cbsa-asfc.gc.ca> **Subject:**
RE: Complaint

Chiefs,

Please see attached the translation for the complaint.

Let me know if you would like me to follow up.

Thanks
Naush

From: Charlton, Kevin
Sent: July 12, 2017 11:53 AM

3

PROTECTED A

To: 'i
Cc: Mahmood, Nausherwan <Nausherwan.Mahmood@cbsa-asfc.gc.ca>; Paul, Lucky <Lucky.Paul@cbsa-asfc.gc.ca>
Subject: RE: Complaint

Hi Dulce,

Are you able to share with us the written complaints you received? Under the Privacy Act we are limited on what information we can share with 3rd parties regarding our interaction with travellers.

We encourage all travellers who wish to make a complaint regarding their CBSA experience to visit the following link and follow instructions on how to make a complaint. Complaints can be made in their native language and does not have to be in English.

<http://www.cbsa-asfc.gc.ca/contact/com-eng.html>

If a traveller wishes to have a 3rd party (government official/family member/lawyer etc) informed of the details of their interaction and/or represent them then a use of representative form would need to be completed by the traveller and the 3rd party.

If you have any other questions please don't hesitate to let me know.

Thanks,
Kevin

Kevin Charlton
Chief - Passenger Operations
Vancouver International Airport District
Canada Border Services Agency / Government of Canada
Kevin.Charlton@cbsa-asfc.gc.ca / Tel: (B) / (C) 778-238-8441

Chef - Opérations des Passagers
District de l'aéroport International de Vancouver
Agence des services frontaliers du Canada / Gouvernement du Canada
Kevin.Charlton@cbsa-asfc.gc.ca / Tel: (B) / (C) 778-238-8441

From:
Sent: July 12, 2017 11:37 AM
To: Charlton, Kevin <Kevin.Charlton@cbsa-asfc.gc.ca>
Cc: Mahmood, Nausherwan <Nausherwan.Mahmood@cbsa-asfc.gc.ca>
Subject: Complaint
High

Good afternoon Kevin:

her human rights were violated and that she was discriminated

Any help to clarify this matter will be greatly appreciated it.

My human rights were violated and I was the victim of discrimination and physical and emotional violence.

Mcphail, Marshall

From:
Sent: July 14, 2017 05:33 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: comment

email2:

first name:

family name:

phone number:

address:

city:

province state: (

postal code:

country:

date_month: -

date_day: -

date_year: -

time_mm: - mm -

The Customs officers obviously were not trained to deal with animals.

1

2

PROTECTED A

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 10_3_2 like Mac OS X) AppleWebKit/603.2.4 (KHTML, like Gecko) Version/10.0 Mobile/14F89
Safari/602.1

Mcphail, Marshall

From: Kotadia, Zahra
Sent: July 13, 2017 10:02 AM
To: GTAR Correspondence RDGO / RGT Correspondance BDGR (CBSA/ASFC)
Subject: FW: Toronto Pearson - GTAA
Additional information for complaint rec'd yesterday...

Zahra

Zahra Kotadia

Superintendent, Operations Branch
Canada Border Services Agency | Government of Canada
zahra.kotadia@cbsa-asfc.gc.ca | Tel: 905-405-5163 | TTY: 866-335-3237

Surintendant, Direction générale des opérations
Agence Des Services Frontaliers du Canada | Gouvernement du Canada zahra.kotadia@cbsa-asfc.gc.ca
| Tél: 905-405-5163 | ATS: 866-335-3237

From: **Sent:**
July 13, 2017 4:26 AM
To: GTAA Customer Service <servicc@gtaa.com>
Subject: Re: Toronto Pearson - GTAA ;

On Jul 12, 2017 9:38 AM, "Greater Toronto Airports Authority" <customer_service@gtaa.com> wrote:
Dear

Thank you for contacting the Customer Service Team at Toronto Pearson International Airport. We have received your feedback and your assigned case number is GTAA-

A member of our team will reply to you as soon as possible. Please note, comments received through our website are monitored Monday to Friday 8 a.m. – 4 p.m. EST. However, should you require immediate assistance, please contact our 24 hour airport information call centre at 416-AIRPORT ([416-247-7678](tel:416-247-7678)) or toll free at [1-866-207-1690](tel:1-866-207-1690).

Thank you for your patience.

Sincerely,

1

2

PROTECTED A

GTAA Customer Service

Mcphail, Marshall

From: GTAR Correspondence RDGO / RGT Correspondance BDGR (CBSA/ASFC)
Sent: July 14, 2017 09:49 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Cc: GTAR Correspondence RDGO / RGT Correspondance BDGR (CBSA/ASFC)
Subject: CFN please
Attachments: FW: Toronto Pearson - GTAA

Hi,

Could you please provide a CFN for the complaint below

Thanks,

Pam Bowen

Regional Program Officer, Operations Branch
Canada Border Services Agency / Government of Canada
Pam.Bowen@cbsa-asfc.gc.ca / Tel: 905-803-7980 / TTY: 866-335-3237

Agente des programmes régionaux, Direction générale des opérations
Agence des services frontaliers du Canada / Gouvernement du Canada Pam.Bowen@cbsa-asfc.gc.ca
/ Tél: 905-803-7980 / ATS: 866-335-3237

From: Puster, Maria <maria.puster@gtaa.com>
Sent: Wednesday, July 12, 2017 13:52
To: Pacheco, Maria
Cc: Goodlet, Kirk
Subject: FW: Passenger Complaint re CBSA

Hi Maria,

Below is a complaint we received. For CBSA handling.

Thank you,

Maria Puster, Senior Representative, Flow & Facilitation
Greater Toronto Airports Authority | Customer & Terminal Services
P.O. Box 6031, 3111 Convair Drive, Toronto AMF, Ontario, L5P 1B2
Phone (416) 776-3236 | **Fax** (416) 776-3075 | **Mobile**

www.TorontoPearson.com



If you do not want to receive further emails from the GTAA, please unsubscribe by replying to this email and typing "Unsubscribe" in the subject line.

1

2

PROTECTED A

This e-mail is confidential and intended solely for the use of the individual to whom it is addressed. If you are not the intended recipient, be advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing, or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please contact the sender.

Any views or opinions presented are solely those of the author and do not necessarily represent those of the Greater Toronto Airports Authority.

Although this e-mail and any attachments are believed to be free of any virus or other defects that might affect any computer or IT system into which they are received, no responsibility is accepted by the Greater Toronto Airports Authority for any loss or damage arising in any way from the receipt or use thereof.

From: GTAA Customer Service

Sent: Wednesday, July 12, 2017 9:51 AM

To: Puster, Maria <maria.puster@gtaa.com>

Cc: Goodlet, Kirk <Kirk.Goodlet@gtaa.com> **Subject:**

Fwd: Passenger Complaint re CBSA

Hi Maria,

I'm forwarding the following complaint we received from a passenger that I spoke to on the phone. Her contact details are as follows.

I believe the date of occurrence was June 29.

Could you please forward to CBSA?

Thanks,

Ayesha Zacharias Customer Service Coordinator

Customer Experience

6-9839

fax 6-5808

In support of our ISO 14001 program, please avoid printing e-mails whenever possible.

On Wed, 12 Jul at 9:38 AM ,
Passenger arrived

wrote:

CBSA
searched. I

she was detained and strip

1

PROTECTED A

Mcphail, Marshall

From:
Sent: July 15, 2017 10:27 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: July

date_day: 15

date_year: 2017

time_hh: :

time_mm:

location: Toronto Pearson NEXUS Enrollment Centre

Officer “Sir, if you are going to continue arguing with me, I’m going to revoke your NEXUS card.”

Officer statements, tone and demeanor displayed a complete disbelief for what I had to say.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/52.0.2743.116
Safari/537.36 Edge/15.15063

Mcphail, Marshall

From:
Sent: July 16, 2017 09:56 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: |

phone number:

address: |

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: July

date_day: 15

date_year: 2017

time_hh:

time_mm:

location: Montreal Airport

1

2 The border agent on our way out of the secure area took our card and stared at us, then sarcastically said "Bye!" a few times.

This was insulting and frankly bizarre.

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 7.0; Moto G (4) Build/NPJS25.93-14-4) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/59.0.3071.125 Mobile Safari/537.36

Mcphail, Marshall

From:
Sent: July 16, 2017 06:25 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address: 1

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: July

date_day: 15

date_year: 2017

time_hh:

time_mm:

location: Toronto Airport

1

2

PROTECTED A

She blatantly refused to accept my paperwork
refused to assist us in anyway

The agent then proceeded to go into what she apparently believed to be
a room to which she felt I could not hear her and proceeded to make fun of myself, I

Her fellow co-workers joined along in laughing at all of the
above while standing behind a mirrored window in a room with the door wide opened.

certification: yes

Submit: Submit

Payette, Ryan

From:
Sent: July 17, 2017 10:47 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city:

province state:

postal code: .

country:

time_contact-hh: 09:00

date_month: July

date_day: 17

date_year: 2017

time_hh:

time_mm:

location: Montreal International Airport

1

He was very rude in the way he spoke and behaved
in a way that told me he do not enjoy his job.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_2_1 like Mac OS X) AppleWebKit/602.4.6 (KHTML, like Gecko) Version/10.0
Mobile/14D27 Safari/602.1

Payette, Ryan

From: CBSA-ASFC_Appeals-Appels
Sent: July 19, 2017 12:57 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FW: Online submission has been processed
conduct

From: RCMS-SGRR@cbsa-asfc.gc.ca [<mailto:RCMS-SGRR@cbsa-asfc.gc.ca>]
Sent: July 6, 2017 11:41 AM
To: CBSA-ASFC_Appeals-Appels; CBSA-ASFC_RCMS-SGRR
Subject: Online submission has been processed

RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

[Launch RCMS Enforcement](#)

Notification de **SGRR** Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous.

[Ouvrir SGRR Exécution de la loi](#)

fmrID: rcms2016c

date of action: 2017-06-30

client type: individual [appellantType=1]

client first name:

client surname:

client address: :

client city:

client country:

client province/state:

client postal/zip code:

client phone number:

client phone number type:

J e reviens a la douane au Quebec je suis intercepté .

certificationField: yes

date submitted: 2017-07-06

language: french [language=2]

notarobot: 1

Submit: Soumettre

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_6) AppleWebKit/603.2.5 (KHTML, like Gecko) Version/10.1.1 Safari/603.2.5

Payette, Ryan

From:
Sent: July 20, 2017 03:30 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country: (

time_contact-hh: 10:00

date_month: July

date_day: 19

date_year: 2017

time_hh:

time_mm:

location: Vancouver airport

feedback: The Executive officer,

Border service Agency

1

Vancouver Canada

Dear Sir,

discriminate me, he
consider my flight, he asked me very stupid questions, not related for any immigration policy. he said he won't

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/59.0.3071.115
Safari/537.36

Payette, Ryan

From:
Sent: July 21, 2017 07:55 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code

country:

time_contact-hh: 15:00

date_month: July

date_day: 13

date_year: 2017

time_hh:

time_mm:

location: YVR

"What do you have?" "Go straight to the cashier." in very rude manner.

Again he ignored my greeting and gave me a very duty look and asked me "what do you have?" in intimidating tone of voice.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/59.0.3071.115
Safari/537.36

Payette, Ryan

From:
Sent: July 21, 2017 11:28 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: ;

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: June

date_day: 08

date_year: 2017

time_hh:

time_mm: 5

location: Canada Customs Border Patrol Toronto Airport

Officer would not accept the electronic documentation.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_6) AppleWebKit/603.2.5 (KHTML, like Gecko) Version/10.1.1
Safari/603.2.5

Payette, Ryan

From:
Sent: July 21, 2017 11:29 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: June

date_day: 08

date_year: 2017

time_hh:

time_mm:

location: Canadian Customer Border Patrol Toronto Airport

There is an unbalance of fairness, when one officer can accept it and another won't.

Payette, Ryan

From:
Sent: July 24, 2017 03:35 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat

code postal:

pay:

time_contact-hh: 13:00

date_jour: 16

date_mois: juillet

date_annee: 2017

temp_hh:

temp_mm:

lieu: Aéroport International Pierre Elliott Trudeau de Montréal

1

Il est bien connu que vos agents sont loin d'être sympathiques et accueillants.

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_12_3) AppleWebKit/602.4.8 (KHTML, like Gecko) Version/10.0.3
Safari/602.4.8

Payette, Ryan

From:
Sent: July 24, 2017 05:27 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name:

phone number:

address: :

city:

province state: (

postal code

country: (

time_contact-hh: 12:00

date_month: July

date_day: 16

date_year: 2017

time_hh:

time_mm:

location: Airport - Toronto

she didn't have any reason to be nasty and rude, she didn't want to listen to my explanation, every time I said something she was telling me "no discussion" !

she barked at me "where did you read?" and didn't want to even listen what I have to say.
disrespectful, rude and abusive.

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 7_1_1 like Mac OS X) AppleWebKit/537.51.2 (KHTML, like Gecko) Version/7.0 Mobile/11D201 Safari/9537.53

Payette, Ryan

From:
Sent: July 25, 2017 02:34 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number

address:

city

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: July

date_day: 16

date_year: 2017

time_hh:

time_mm:

location: Vancouver International Airport, BC

1

off by shouting out loud
The agent that assisted us started
questions,in a very hostile manner,
he went on to asking
then out of nowhere he yells at me

not before saying "lose the attitude or else"

Officer behavior was unacceptable, uncalled for ;

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_3) AppleWebKit/601.4.4 (KHTML, like Gecko) Version/9.0.3
Safari/601.4.4

Payette, Ryan

From:
Sent: July 27, 2017 05:29 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

date_month: July

date_day: 27

date_year: 2017

time_hh: :

time_mm:

location: YYZ T3 Arrivals

1

the female triage officer was very abrupt. was interrogated

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 7.0; LG-H831 Build/NRD90U) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/59.0.3071.125 Mobile Safari/537.36

Payette, Ryan

From:
Sent: July 28, 2017 06:47 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name

phone number:

address: :

city:

province state:

postal code

country:

time_contact-hh: 17:00

date_month: July

date_day: 27

date_year: 2017

time_hh:

time_mm

location: PIA TERMINAL 1 SECONDARY

I spoke with an agent from the Toronto Airport who was very rude and disconnected the call.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_10_5) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/59.0.3071.115
Safari/537.36

Payette, Ryan

From:
Sent: July 30, 2017 03:50 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number: (

address:

city:

province state: (

postal code:

country:

time_contact-hh: 09:00

date_month: July

date_day: 29

date_year: 2017

time_hh:

time_mm:

location: Toronto Pearson Arrivals Terminal 3

next night.

There was about 6 officers in this particular area and at least 2 of them were incredibly loud and rude to every passenger walking through their section.

"NEXT! I said NEXT, not NEXT month," one of them said loudly to a passenger.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 9_2 like Mac OS X) AppleWebKit/601.1.46 (KHTML, like Gecko) Version/9.0
Mobile/13C75 Safari/601.1

Payette, Ryan

From:
Sent: July 31, 2017 01:53 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name

phone number:

address:

city:

province state:

postal code:

country

time_contact-hh: 09:00

date_month: August

date_day: 22

date_year: 2016

time_hh:

time_mm:

location: Montreal Airport

subjected to enormous indignity, strip searched I handcuffed.
detained for over five hours (for much of the time in handcuffs)

Payette, Ryan

From:
Sent: August 1, 2017 01:26 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number: .

address:

city:

province state:

postal code

country

time_contact-hh: 09:00

date_month: July

date_day: 17

date_year: 2017

time_hh:

time_mm: .

location: toronto pearson

1

being discriminated upon.

..

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko

Payette, Ryan

From:
Sent: August 2, 2017 10:16 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state

postal code

country:

date_month: July

date_day: 29

date_year: 2017

time_hh:

time_mm:

location: Toronto Pearson Airport (YYZ)

He was extremely rude in his manner

1

I asked to make a complaint and

a supervisor, was polite and professional.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/59.0.3071.115
Safari/537.36

Payette, Ryan

From:
Sent: August 2, 2017 11:37 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state: (

postal code:

country:

time_contact-hh: 13:00

date_month: March

date_day: 29

date_year: 2017

time_hh:

time_mm:

location: Yul

1 The experience at the border was a toxic one.

her evident hostile demeanor

1

Nasty, mean spiritedness

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 7.0; SAMSUNG SM-G920F Build/NRD90M) AppleWebKit/537.36 (KHTML, like Gecko)
SamsungBrowser/5.4 Chrome/51.0.2704.106 Mobile Safari/537.36

Direction des recours
Agence des services frontaliers du Canada
Ottawa (Ontario), K1A 0L8

Recurso Directorate
Direction des recours
RECEIVED - REÇU
28 juillet 2017 à Sherbrooke
AUG 02 2017 *af*
File No. _____
Ref. _____

Madame, Monsieur,

aucune explication n'a été donnée à ma
pour ce traitement déplaisant et certainement inhabituel pour la question d'immigration.

Payette, Ryan

From:
Sent: August 2, 2017 06:54 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone

adresse:

ville:

province etat:

code postal:

pays:

time_contact-hh: 17:00

date_jour: 06

date_mois: juillet

date_annee: 2017

temp_hh:

temp_mm:

lieu: AÉROPORT INTERNATIONAL MONTREAL-PIERRE ELLIOTT TRUDEAU

retroaction: Bonjour,

1

j

aberrant et irrespectueux.

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/60.0.3112.90
Safari/537.36

Payette, Ryan

From:
Sent: August 8, 2017 12:54 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name:

phone number:

address

city

province state:

postal code: '

country

date_month: August

date_day: 28

date_year: 2017

time_hh:

time_mm:

location: YVR airport

1

one of your CBSA agent

he yelled out at us "HEY" come here!!!...

this guy was seriously "powertripping" just by the way he was talking and acting around us.

He was definitely trying to embarrass me and make me feel inferior

started

yelling at me telling that he was the boss here and was going to take control and I had to do everything I was told. He was so NOT professional at all...

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/60.0.3112.90
Safari/537.36

Payette, Ryan

From: CBSA-ASFC_CONTACT
Sent: August 8, 2017 03:49 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FW: Plainte contre agent fédéral
Hello Complaints Unit,

Client officer complaint for your action please. There are two separate e-mails from the same address will forward the second one shortly.

We are closing this transition on our end.

Thank you,

Natasha Fardoe

From: **Sent:**
August 5, 2017 9:43 AM
To: contact@cbsa.gc.ca
Subject: Plainte contre agent fédéral

Date d'arrivée à l'aéroport E.TRUDEAU : mercredi 2 Août 2017
Heure d'arrivée : 17h10mn

Nom Agent concerné: [

Vendredi 4 Août 2017

À Mr. Le Directeur de l'Agence des services

frontaliers

du Canada

Direction des recours

Ottawa

Objet: plainte contre l'agent fédéral

Monsieur

Il s'adressait à nous avec brutalité en nous faisant savoir que étions devant un agent fédéral et que nous n'avions pas droit à la parole et qu'il était le seul habilité à décider.

- L'agent avait un comportement de voyou, de gangster, et d'une arrogance sans limite

-

Payette, Ryan

From: CBSA-ASFC_CONTACT
Sent: August 8, 2017 03:50 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FW: Plainte contre agent fédéral
Hello Complaints Unit,

Client officer complaint for your action please. There are two separate e-mails from the same address, here is the second one.

We are closing this transition on our end.

Thank you,

Natasha Fardoe

From: **Sent:**
August 5, 2017 9:49 AM
To: Agence Des Services Frontaliers Du Canada Direction Des Recours Ottawa ontario K1A 0L8 <contact@cbsa.gc.ca> **Cc:**
Subject: Plainte contre agent fédéral

Date d'arrivée à l'aéroport E.TRUDEAU : mercredi 2 Août 2017
Heure d'arrivée : 17h10mn

Nom Agent concerné:

frontaliers

Ottawa

Vendredi 4 Août 2017

À Mr. Le Directeur de l'Agence des services

du Canada

Direction des recours

Objet: plainte contre l'agent fédéral

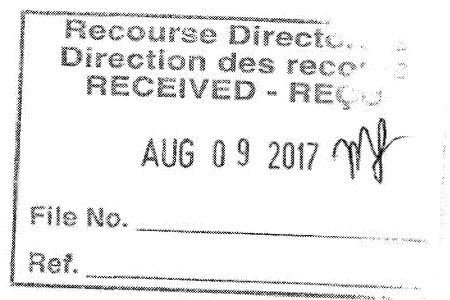
Monsieur,

Il s'adressait à nous avec brutalité en nous faisant savoir que étions devant un agent fédéral et que nous n'avions pas droit à la parole et qu'il était le seul habilité à décider.

•

•

- L'agent [REDACTED] avait un comportement de voyou, de gangster, et d'une arrogance sans limite



Montréal, le 2 Aout 2017

Direction des recours
Agence des services frontaliers du Canada
Ottawa, ON K1A 0L8

Monsieur,

Je désire formuler une plainte dans le cadre d'un passage à l'aéroport Pierre-Elliott Trudeau aux environs de

La plainte est pour adresser la manière vexatoire que l'agent de douane m'a adressée lorsque son poste s'est libéré en criant et avec un geste des doigts.

Payette, Ryan

From:
Sent: August 10, 2017 09:14 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state: I

postal code:

country:

time_contact-hh: 12:00

date_month: August

date_day: 09

date_year: 2017

time_hh:

time_mm:

location: Toronto

1

petty, on a power trip, rude, and ignorant. ! this agent was

ignorant and she only stated obvious conclusions she was completely
arrogance she wouldn't look at me when I asked

she didn't even dismiss me, rather, she looked past me to the person behind me :

her behaviors was unprofessional and unhelpful :

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 7.0; SM-G935W8 Build/NRD90M) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/59.0.3071.125 Mobile Safari/537.36

Payette, Ryan

From:
Sent: August 10, 2017 10:44 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: August

date_day: 05

date_year: 2017

time_hh:

time_mm:

location: Airport Toronto

1

1

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000

He and two other officers were jelling at me
again they are yelling at me if we were the criminals.

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 7.0; SM-T580 Build/NRD90M) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/59.0.3071.125 Safari/537.36

Payette, Ryan

From:
Sent: August 10, 2017 02:50 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: August

date_day: 03

date_year: 2017

time_hh: (

time_mm:

location: Montreal YUL

1

and accused me of violating my NEXUS card and trying to enter the country illegally. he immediately got angry

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/60.0.3112.90 Safari/537.36

Payette, Ryan

From:
Sent: August 12, 2017 05:06 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: August

date_day: 11

date_year: 2017

time_hh:

time_mm:

location: Montreal International Airport

1

humilliating shouting manner.
officer went into my phone (without even asking) and started to read everything on it (is this legally accepted?).
a girl behind a desk just yelled at me to get in line.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_3_3 like Mac OS X) AppleWebKit/603.3.8 (KHTML, like Gecko) Version/10.0
Mobile/14G60 Safari/602.1

Payette, Ryan

From:
Sent: August 13, 2017 12:58 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: August

date_day: 07

date_year: 2017

time_hh:

time_mm:

location: 2710 Britannia Road East, Cargo 3

I received an extremely contemptuous attitude and totally unacceptable treatment by the officer

the officer was acting nervous and irritated. — ·

She
was replying to me in an aggressive tone, making sarcastic comments, avoiding eye-contact, showing total disrespect on
the verge of neglect

Payette, Ryan

From:
Sent: August 13, 2017 01:13 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state

postal code:

country:

time_contact-hh: 12:00

date_month: August

date_day: 12

date_year: 2017

time_hh: 1

time_mm:

location: MONTREAL-PIERRE ELLIOTT TRUDEAU INTERNATIONAL AIRPORT

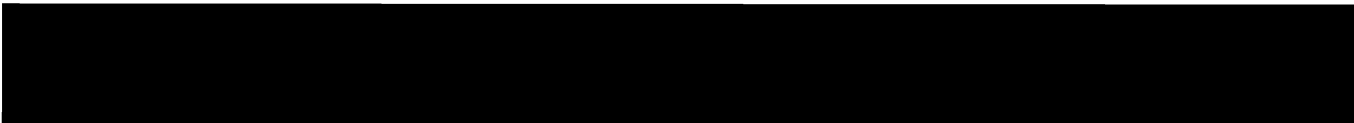
I had the worst customer service ever with the customs agent

for that racist action.

Complaint

Person complaint is being filed against - Border Security Agent (ID unknown, Name unknown)

with anger, unfair treatment, verbal
out lash and threats by the border agent.
wait in a room in total for 2 hours



Feedback: Migration Officer:

On Sunday, July 30, 2017,

arrived at the Vancouver International Airport

Immigration Officer used this dirty tactic

the Canadian

Payette, Ryan

From:
Sent: August 16, 2017 11:12 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat:

code postal: I

pays

date_jour: 11

date_mois: August

date_annee: 2017

temp_hh:

temp_mm

lieu: Aéroport de Montreal YUL

retroaction: Bonjour,

j'ai fait face à un power trip d'un agent des douanes a YUL, .

1

Le douanier ma crier

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_12_6) AppleWebKit/603.3.8 (KHTML, like Gecko) Version/10.1.2
Safari/603.3.8

Payette, Ryan

From:
Sent: August 16, 2017 11:05 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: |

phone number:

address:

city: |

province state:

postal code:

country

time_contact-hh: 13:00

date_month: August

date_day: 16

date_year: 2017

time_hh: :

time_mm:

location: Toronto Lester B. Pearson Airport Terminal III

feedback: To Whom it may concern,

1

he then cam to me and was very rude in his approach. He started asking me way more questions and it felt like an interrogation in front of many strangers beside me. .

he then gave me attitude

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.3; WOW64; Trident/7.0; MAARJS; rv:11.0) like Gecko

Mcphail, Marshall

From: GTAR Correspondence RDGO / RGT Correspondance BDGR (CBSA/ASFC)
Sent: August 17, 2017 12:57 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Cc: GTAR Correspondence RDGO / RGT Correspondance BDGR (CBSA/ASFC)
Subject: complaint
CFN please

From: Kotadia, Zahra
Sent: August 17, 2017 12:22 PM
To: GTAR Correspondence RDGO / RGT Correspondance BDGR (CBSA/ASFC) <GTA-Complaints@cbsa-asfc.gc.ca>
Subject: FW: CBP scoffing at traveler photos as they enter the country

FYI/FYA

Zahra

Zahra Kotadia

Superintendent, Operations Branch
Canada Border Services Agency | Government of Canada
zahra.kotadia@cbsa-asfc.gc.ca | Tel: 905-405-5163 | TTY: 866-335-3237

Surintendant, Direction générale des opérations
Agence Des Services Frontaliers du Canada | Gouvernement du Canada zahra.kotadia@cbsa-asfc.gc.ca
| Tél: 905-405-5163 | ATS: 866-335-3237

From: Pacheco, Maria
Sent: August 17, 2017 12:19 PM
To: Kotadia, Zahra <Zahra.Kotadia@cbsa-asfc.gc.ca>
Cc: Saxby, Luisa <Luisa.Saxby@cbsa-asfc.gc.ca>; Berndt, David <David.Berndt@cbsa-asfc.gc.ca> **Subject:**
FW: CBP scoffing at traveler photos as they enter the country

Passenger travelled through Terminal on August 08 through PIK

Maria Pacheco
Chief of Operations/Chef des opérations/
Canada Border Services Agency/
Agence des services frontaliers du Canada/
Toronto Pearson Int'l. Airport, Terminal 1/
Aéroport international Toronto Pearson, Aerogare 1

PO Box 40 Mississauga ON L5P 1A2
Maria.Pacheco@cbsa-asfc.gc.ca/
Telephone | Téléphone 905-676-5111 /
Facsimile | Télécopieur 905-676-5120 / Teletypewriter | Téléimprimeur 1-866-335-3237
Government of Canada | Gouvernement du Canada

From: Puster, Maria [<mailto:maria.puster@gtaa.com>] **Sent:**
August 17, 2017 12:08 PM
To: Pacheco, Maria <Maria.Pacheco@cbsa-asfc.gc.ca> **Cc:** Goodlet, Kirk <Kirk.Goodlet@gtaa.com>
Subject: FW: CBP scoffing at traveler photos as they enter the country

Hi Maria,

Below is a CBSA passenger complaint, although CBP is referenced.
For your awareness as we will be providing them with the CBSA contact information.

Thank you,

Maria Puster, Senior Representative, Flow & Facilitation
Greater Toronto Airports Authority | Customer & Terminal Services
P.O. Box 6031, 3111 Convair Drive, Toronto AMF, Ontario, L5P 1B2
Phone (416) 776-3236 | **Fax** (416) 776-3075 | **Mobile** (416) 433-5782 www.TorontoPearson.com



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Any views or opinions presented are solely those of the author and do not necessarily represent those of the Greater Toronto Airports Authority.

Although this e-mail and any attachments are believed to be free of any virus or other defects that might affect any computer or IT system into which they are received, no responsibility is accepted by the Greater Toronto Airports Authority for any loss or damage arising in any way from the receipt or use thereof.

From: Greater Toronto Airports Authority [mailto:customer_service@gtaa.com]
Sent: Thursday, August 10, 2017 12:12 PM **To:**
Puster, Maria <maria.puster@gtaa.com>
Cc: Goodlet, Kirk <Kirk.Goodlet@gtaa.com>
Subject: Fwd: CBP scoffing at traveler photos as they enter the country

Hi Maria,

I'm forwarding the following staff complaint that we received.

This passenger identifies CBP, but sounds like it was CBSA.

Let me know if you have any feedback for me, or if you would just like me to send a response providing CBSA contact information.

Thanks,

Ayesha

In support of our ISO 14001 program, please avoid printing e-mails whenever possible.

On Tue, 8 Aug at 9:16 PM ,
there!

wrote: Hi

I was (not) greeted (as they never spoke directly to me or other travellers, only amongst themselves) by a few border patrol agents having a contest as to who could collect the ugliest declaration card photo, specifically setting the cards aside as they laughed amongst themselves.

1

PROTECTED A

Recourse Directorate
CBSA
att. Superintendant
Ottawa, ON
K1A 0L8

Recourse Directorate Direction des recours RECEIVED - REÇU	
AOUT 18 2017 <i>ML</i>	
File No. _____	
Ref. _____	

Welcoming to Canada

Dear Sirs,

But why are custom officers traumatizing visitors in a rude way? "Drunk on power?"

This facist behavior treatment by CBSA officers to visitors is unnecessary and most unacceptable.

Payette, Ryan

From:
Sent: August 20, 2017 10:04 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city: I

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: August

date_day: 19

date_year: 2017

time_hh:

time_mm:

location: Toronto Lester B. International airport international arrivals

1

She

belittled me and asked 400 questions that I believe simply weren't relevant to my entry into Canada.

certification: yes

Submit: Submit

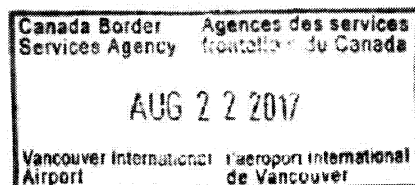
Mozilla/5.0 (iPhone; CPU iPhone OS 10_3_3 like Mac OS X) AppleWebKit/603.1.30 (KHTML, like Gecko)
CriOS/60.0.3112.89 Mobile/14G60 Safari/602.1

August 19, 2017

Director in Charge
Canada Customs & Immigration
Vancouver Airport
Vancouver, B.C.

Re: Customs/Immigration – Vancouver Airport

Dear Sir:



Immediately she said –
WHERE IS THE SECOND FORM ... we advised, we only had one. Her response was
– YOU HAVE IT ... YOU HAVE GOT TO HAVE IT ... WHERE IS IT.... in a loud brash
voice.

bullied and intimidated -

Payette, Ryan

From:
Sent: August 22, 2017 09:41 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state

postal code:

country:

time_contact-hh: 11:00

date_month: July

date_day: 05

date_year: 2017

time_hh:

time_mm:

location: Vancouver International Airport

The border agent then barked,

stubborn

The border agent grew more

The second border agent then tried to diminish our fears and comfort us, at which point the first border agent seemed to drop his line of questioning.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/60.0.3112.90
Safari/537.36

Payette, Ryan

From: CBSA-ASFC_Appeals-Appels
Sent: August 25, 2017 12:24 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FW: Online submission has been processed
FYA- Complaint

From: RCMS-SGRR@cbsa-asfc.gc.ca [<mailto:RCMS-SGRR@cbsa-asfc.gc.ca>] **Sent:** August 23, 2017 12:35 AM
To: CBSA-ASFC_Appeals-Appels <Appeals-Appels@cbsa-asfc.gc.ca>; CBSA-ASFC_RCMS-SGRR <RCMS-SGRR@cbsaasfc.gc.ca>
Subject: Online submission has been processed

RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

[Launch RCMS Enforcement](#)

Notification de SGRR Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous.

[Ouvrir SGRR Exécution de la loi](#)

fmrID: rcms2016c

date of action: 2017-07-07

client type

client first name:

client surnam

client address:

client city: \

client country:

client province/state:

client postal/zip code: I

client phone number:

client phone number type:

.

detailsField: Dear Sir or Madam,

.....

.....

my right has been violated and i was humiliated in public,

certificationField: yes

date submitted: 2017-08-22

language: english [language=1]

notarobot: 1

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/57.0.2987.133 Safari/537.36

Payette, Ryan

From: CBSA-ASFC_Appeals-Appels
Sent: August 25, 2017 01:14 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FYA- Complaint

From: RCMS-SGRR@cbsa-asfc.gc.ca [mailto:RCMS-SGRR@cbsa-asfc.gc.ca] **Sent:** August 23, 2017 8:06 PM
To: CBSA-ASFC_Appeals-Appels <Appeals-Appels@cbsa-asfc.gc.ca>; CBSA-ASFC_RCMS-SGRR <RCMS-SGRR@cbsaasfc.gc.ca>
Subject: Online submission has been processed

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Les détails de l'appel sont inclus ci-dessous.

[Ouvrir SGRR Exécution de la loi](#)

fmrID: rcms2016c

date of action: 2017-08-18

client type:

client first name:

client surname:

client address:

client city:

client country: (

client province/state:

client postal/zip code:

client phone number:

client phone number type:

detailsField: Dear CBSA,

1

I was not treated

that the CBSA officer was not respecting me at all as a person because the attitude was not shown in a way of helping me

certificationField: yes

date submitted: 2017-08-23

language: english [language=1]

notarobot: 1

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_12_6) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/60.0.3112.101 Safari/537.36

Payette, Ryan

From:
Sent: August 26, 2017 05:51 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name:

phone number

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: August

date_day: 25

date_year: 2017

time_hh:

time_mm:

location: Toronto Pearson International Airport

The Officer was rude and always

1

suggesting that they were up to something

the Officer starts yell

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; rv:54.0) Gecko/20100101 Firefox/54.0

Payette, Ryan

From:
Sent: August 29, 2017 02:36 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: `

first name:

family name:

phone number

address:

city

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: August

date_day: 24

date_year: 2017

time_hh: `

time_mm:

location: Custom

1

His response was simply, there's the machine and they need to use it. he had a smug look and started belittling my concerns. His response and attitude was rude and clearly demonstrates the poor quality of training in diversity and accessibility. I

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/60.0.3112.113
Safari/537.36

Payette, Ryan

From:
Sent: August 29, 2017 11:25 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number: :

address:

city

province state

postal code: |

country:

time_contact-hh: 09:00

date_month: August

date_day: 28

date_year: 2017

time_hh: :

time_mm:

location: Toronto Pearson Airport Terminal 3

unprofessionally, disrespectfully, abusing his authority, virtually harassing, and discriminating.

3). That guard inspected my passport and the declaration form after that he was simply rude,

interested to suppress, in fact bullying and verbally abusing by asking more questions in aggressive and disrespectful manner and again not listening the answers. Obviously, he wanted to humiliate by abusing his authority rather than performing his duty honestly and in a professional manner.

Such behavior constitutes abuse of authority, arbitrariness, harassment and not anyhow related to the border guarding and security control at all except that it it all was performed by the border guard.

his nationalistic discriminating motives.

Payette, Ryan

From: Ryan Payette
Sent: August 31, 2017 11:21 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmlID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: j

first name:

family name:

phone number:

address

city:

province state

postal code:

country: Canada

date_month: August

date_day: 30

date_year: 2017

time_hh: 1

time_mm:

location: Pearson Airport Customs

The officers I encountered were very self pretentious, rude and unprofessional.

1

entire process she did not say a single word or look at me directly. During this

he looked very annoyed

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 6.0.1; SAMSUNG SM-G920W8 Build/MMB29K) AppleWebKit/537.36 (KHTML, like Gecko)
SamsungBrowser/5.4 Chrome/51.0.2704.106 Mobile Safari/537.36

Payette, Ryan

From:
Sent: September 1, 2017 12:10 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: August

date_day: 28

date_year: 2017

time_hh:

time_mm:

location: Pearson Airport

1

told rudely

informed me that I'd better watch my tone with him --
"don't fuck with me"

began to verbally abuse me and
and he then told me

angry and vindictive ;

the agent one kiosk over (a woman on his
right hand side) joined in the verbal abuse asking him and taunting me
he then threatened me indicating that he
also works at the Nexus office and he would make sure that I was "messed with"

his use of obscene language (don't
fuck with me) and verbal threats against me

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10.10; rv:55.0) Gecko/20100101 Firefox/55.0

Payette, Ryan

From:
Sent: September 1, 2017 10:13 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: comment

email2:

first name:

family name:

phone number:

address: .

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: July

date_day: 20

date_year: 2017

time_hh:

time_mm:

location: TORONTO PEARSON TERMINAL 3 ARRIVALS

supervisor was very serious and angry about being called.

attitude. CBSA officers due to their cynical and bully

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/60.0.3112.113
Safari/537.36

1

PROTECTED A

Mcphail, Marshall

From:
Sent: September 5, 2017 10:16 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: August

date_day: 25

date_year: 2017

time_hh:

time_mm:

location: toronto Lester Pearson Airport

Inhuman harassment by Immigration Officers in Toronto

6-10 Immigration Officers generally laughing, chatting, and drinking coffee.

3. Many of the officers were rude. In two cases they raised their voices so that everyone waiting in line could hear all the personal and private information pertaining to the case.

.

!

1

1

1

1

1

The utter rudeness and boorish behavior of the Immigration officers,

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64; Trident/7.0; Touch; rv:11.0) like Gecko

Payette, Ryan

From:
Sent: September 5, 2017 07:29 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
identification: victim

confirm:

first_name

family_name:

phone

address:

city:

province_state

postal_zip

country:

time_hh: 12

time_mm: 00

staff_contact: Female officer \

date_month: September

date_day: 01

date_year: -

time_hh

time_m

information: on

protection: on

verbal abuse
verbally tormented by,while officer ' said nothing,

humiliated '
victim of trauma.
being verbally abused and

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 6.0; LG-K371 Build/MRA58K) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/60.0.3112.107 Mobile Safari/537.36

August 2nd, 2017

Recourse Directorate
Canada Border Services
333 North River Road, Tower A, 11th Floor
Ottawa, ON K1A-0L8
Fax- 1-343-291-7239

Re:

The officer was aggressive, racially biased and discriminatory

In addition, the officer was impatient, unwilling and unreasonable

The actions of the custom's officer were aggressive, unwarranted and unnecessary :

①

Dear Canadian Border Services Agency,

Recourse Directorate
Direction des recours
RECEIVED - REÇU

SEP 06 2017

md

he forcefully snatched
my pocket book from my hands and started
going through all my documents

2

The officer Snatched my
pocket book without my consent and started
threatening me.

Payette, Ryan

From:
Sent: September 7, 2017 09:46 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name

phone number

address:

city:

province state

postal code

country

time_contact-hh: 10:00

date_month: October

date_day: 12

date_year: 2015

time_hh:

time_mm:

location: pearson airport toronto

CBSA officers engaged in racial profiling and infringed my rights under s. 5 of the Canadian Human Rights Act (CHRA) I was subjected to heightened suspicion or aggression and subjected to insulting and demeaning racial comments. CBSA officers engaged in discriminatory practices against me contrary to sections 7 and 10 of the Canadian Human Rights Act.

the CBSA officer commented "People like you who cant afford to travel always traffic drug or words to that effect".

I was discriminated, harassed, and demeaned by CBSA officers. highly rude and disrespectful manner they treated me. The conduct of the officers was hostile and, most unacceptable of all,

Payette, Ryan

From:
Sent: September 8, 2017 10:43 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name:

phone number:

address:

city:

province state:

postal code:

country:

date_month: September

date_day: 06

date_year: 2017

time_hh: 09

time_mm: 30

location: Toronto Pearson Canadian Customs Arrivals Terminal 1

1

how greatly I was disrespected.
his disgusting, condescending, demeaning, disrespectful tone

disgustingly arrogant person with major lack of
character,

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_2_1 like Mac OS X) AppleWebKit/602.4.6 (KHTML, like Gecko) Version/10.0
Mobile/14D27 Safari/602.1

Payette, Ryan

From:
Sent: September 8, 2017 05:04 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number

address: :

city: |

province state

postal code:

country:

time_contact-hh: 17:00

date_month: September

date_day: 08

date_year: 2017

time_hh

time_mm:

location: Vancouver

1. Could not care less.

The lack of professionalism i

unprofessional CBSA agents.

They treat passengers as criminals and has no regard of troubles they cause.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_3_3 like Mac OS X) AppleWebKit/603.3.8 (KHTML, like Gecko) Version/10.0
Mobile/14G60 Safari/602.1

Payette, Ryan

From:
Sent: September 9, 2017 02:51 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: |

first name:

family name:

phone number:

address:

city:

province state:

postal code

country: (

time_contact-hh: 17:00

date_month: September

date_day: 09

date_year: 2017

time_hh:

time_mm:

location: Yvr

1

the officer arrogantly snapped back saying "you're
in Canada, speak english!".

is very disrespectful
very rude and unprofessional.

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 7.0; SAMSUNG SM-G935W8 Build/NRD90M) AppleWebKit/537.36 (KHTML, like Gecko)
SamsungBrowser/5.4 Chrome/51.0.2704.106 Mobile Safari/537.36

Payette, Ryan

From:
Sent: September 10, 2017 09:28 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays:

time_contact-hh: 17:00

date_jour: 02

date_mois: septembre

date_annee: 2017

temp_hh:

temp_mm:

lieu: Aéroport de Montréal

retroaction: Bonjour,

Impossible de dialoguer avec le personnel, malheureusement, aucune souplesse de votre part,

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 10.0; WOW64; rv:55.0) Gecko/20100101 Firefox/55.0

Payette, Ryan

From: [REDACTED]
Sent: September 11, 2017 02:07 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: September

date_day: 09

date_year: 2017

time_hh:

time_mm:

location: Toronto Pearson Airport Terminal 1

1

lost her temper with me
asking me what my problem was.
She responded (and this is the part I have a problem with)
“Well if you don’t like it. Don’t come to Canada!”

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/60.0.3112.113
Safari/537.36

Payette, Ryan

From: CBSA-ASFC_Appeals-Appels
Sent: September 11, 2017 06:08 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject:

From: RCMS-SGRR@cbsa-asfc.gc.ca [mailto:RCMS-SGRR@cbsa-asfc.gc.ca] **Sent:** September 8, 2017 2:14 PM
To: CBSA-ASFC_Appeals-Appels <Appeals-Appels@cbsa-asfc.gc.ca>; CBSA-ASFC_RCMS-SGRR <RCMS-SGRR@cbsaasfc.gc.ca>
Subject: Online submission has been processed

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Les détails de l'appel sont inclus ci-dessous.

[Ouvrir SGRR Exécution de la loi](#)

fmrID: rcms2016c

date of action: 2017-06-26

client type:

client first name:

client surname:

client address:

client city:

client country:

client province/state:

client postal/zip code:

client phone number:

client phone number type:

detailsField: Date 2017/06/26

treated like a criminal.

I was

certificationField: yes

date submitted: 2017-09-08

language: english [language=1]

notarobot: 1

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/60.0.3112.113 Safari/537.36

Payette, Ryan

From:
Sent: September 12, 2017 12:16 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: compliment

email2:

first name:

family name

phone number:

address:

city

province state:

postal code:

country:

time_contact-hh: 14:00

date_month: August

date_day: 31

date_year: 2017

time_hh:

time_mm:

location: Terminal 3

custom officer, who asked me "what was the purpose of my trip,

I was approached my a

1

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_3_3 like Mac OS X) AppleWebKit/603.3.8 (KHTML, like Gecko) Version/10.0
Mobile/14G60 Safari/602.1

Payette, Ryan

From:
Sent: September 12, 2017 02:21 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: September

date_day: 11

date_year: 2017

time_hh:

time_mm:

location: Pearson Airport, Terminal 1, intl. visitors customs,

-

The officer then corrected me, in an unnecessarily harsh tone,

aggressive nature

oddly

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64; rv:55.0) Gecko/20100101 Firefox/55.0

Payette, Ryan

From:
Sent: September 13, 2017 04:18 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: comment

email2:

first name:

family name

phone number:

address

city: (

province state:

postal code

country

time_contact-hh: 12:00

date_month: September

date_day: 12

date_year: 2017

time_hh:

time_mm:

location: Toronto Pearson Airpot Arrivals

One female
Immigration Officer inspecting documents, was standing in a sloppy manner, leaning on cubicle , elbow against the cubicle, legs crossed , in a most unprofessional manner,

Her demeanor and general attitude, lack of professionalism

The other young officer inspecting documents were firm, professional, courteous and were obviously good ambassadors for Canada and excellent representatives of your service.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; ASU2JS; rv:11.0) like Gecko

complaint send on sept 13

My information:

Additional details;

Time of incident

Sep/ 04/2017

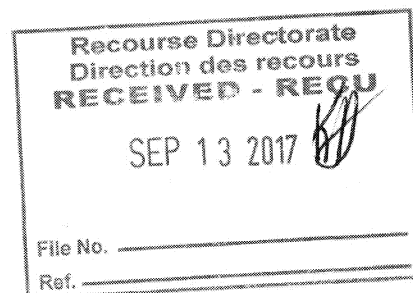
Location

Pearson International P.O. Box 40

Reference No

CBSA officer
involved

Superintend



To Whom it may concern;

Officer began the conversation by saying, "Okay, let me see what you have brought to Canada. How much money was this," very aggressively.

ther by rudely yelling,

Officer |

escalated things further by saying, "I am going to arrest you!"

his re-
marks were made aggressively and out of pure ignorance of my entire situation.

Officer continued to insult me,

Payette, Ryan

From:
Sent: September 15, 2017 06:22 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number

address:

city:

province state

postal code

country:

time_contact-hh: 11:00

date_month: September

date_day: 13

date_year: 2017

time_mm: - mm -

location: Vancouver international Airport

1

feedback:

Your officers intimidated, humiliated and treated him as a danger to society.

Clear power trip

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_3_3 like Mac OS X) AppleWebKit/603.3.8 (KHTML, like Gecko) Version/10.0
Mobile/14G60 Safari/602.1

Payette, Ryan

From: CBSA-ASFC_Appeals-Appels
Sent: September 19, 2017 09:47 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FW: Online submission has been processed
Conduct,

From: RCMS-SGRR@cbsa-asfc.gc.ca [<mailto:RCMS-SGRR@cbsa-asfc.gc.ca>]
Sent: September 14, 2017 11:15 PM
To: CBSA-ASFC_Appeals-Appels; CBSA-ASFC_RCMS-SGRR
Subject: Online submission has been processed

RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

[Launch RCMS Enforcement](#)

Notification de **SGRR** Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous.

[Ouvrir SGRR Exécution de la loi](#)

fmriID: rcms2016c

date of action: 2017-08-09

client type:

client first name:

client surname:

client address

client city:

client country:

client province/state:

client postal/zip code:

client phone number:

client phone number type: I

detailsField:

j'étais choquée et terrifiée de la façon et le temps passer à la douane qui trop longue.....

certificationField: yes

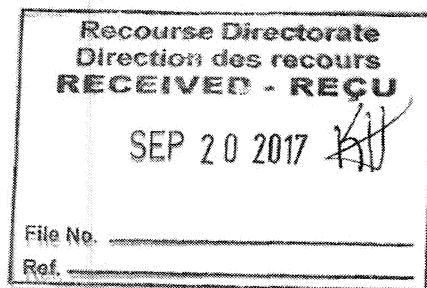
date submitted: 2017-09-14

language: french [language=2]

notarobot: 1

Submit: Soumettre

Mozilla/5.0 (Linux; U; Android 6.0; fr-fr; Redmi Note 4 Build/MRA58K) AppleWebKit/537.36 (KHTML, like Gecko) Version/4.0 Chrome/46.0.2490.85
Mobile Safari/537.36 XiaoMi/MiuiBrowser/8.2.9



Bureau des services frontaliers du Canada
Aéroport international de Trudeau – Voyageurs
975, blvd. Roméo Vachon nord, C.P. 445
Dorval, Québec
Canada, H4Y1H1, (514)-633-7700

le 8 septembre 2017

Monsieur, Madame,

de l'aéroport international de Trudeau,

j'ai été arrêté à la douane

Payette, Ryan

From:
Sent: September 20, 2017 11:29 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: September

date_day: 10

date_year: 2017

time_hh: 1

time_mm:

I was treated with complete disrespect
the humiliation and disrespect of the whole incident

he wasn't respectful

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_12_2) AppleWebKit/602.3.12 (KHTML, like Gecko) Version/10.0.2
Safari/602.3.12

Payette, Ryan

From: Ryan Payette
Sent: September 22, 2017 09:44 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name

phone number:

address:

city:

province state:

postal code:

country

time_contact-hh: 16:00

date_month: September

date_day: 22

date_year: 2017

time_hh:

time_mm:

location: Toronto airport customs

1

aggressive at worst.

the officers demeanor was unpleasant at best,

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_0_2 like Mac OS X) AppleWebKit/602.1.50 (KHTML, like Gecko) Version/10.0
Mobile/14A456 Safari/602.1

Payette, Ryan

From:
Sent: September 23, 2017 07:29 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state

postal code:

country:

date_month: September

date_day: 18

date_year: 2017

time_hh:

time_mm:

location: Pearson Airport, Terminal 3

the utter lack of professional, or indeed, normal civil courtesy, and manners on the part of the (

CBSA staff at Pearson. I was struck again by the rudeness, arrogance, and discourtesy CBSA staff at Pearson, who were brusque and rude to a

1

number of people making their way through the queues to be processed; in numerous cases on that date, CBSA staff shouted at people in the queue, referring to them as "hey, you" "buddy" and in one notable incident, a CBSA officer was rolling her eyes at some interaction with an elderly passenger.

the CBSA "officer"...this youngster was slouched back in his chair, and presented a picture of sloth and utter disregard for his position....rather than calling people forward, he instead pointed at the next person in the queue, and using crooked fingers, gestured them forward...

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64; Trident/7.0; rv:11.0) like Gecko

Payette, Ryan

From:
Sent: September 23, 2017 10:51 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code

country:

time_contact-hh: 11:00

date_month: August

date_day: 23

date_year: 2017

time_hh

time_mm:

location: Toronto Pearson

handcuffed me,
handcuffs on,

was painful, I was detained for over two hours with the
he used excessive force

Regards

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/60.0.3112.113
Safari/537.36

Recourse Directorate Direction des recours RECEIVED - REÇU SEP 12 2017 <i>mf</i> File No. _____ Ref. _____
--

To

Recourse Directorate
Canada Border Services Agency
Ottawa, ON K1A 0L8

Dear Sir/Madam,

Subject: -

the CBSA officer

she was not helpful.

Payette, Ryan

From:
Sent: September 25, 2017 07:31 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name:

phone number: (

address:

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: September

date_day: 24

date_year: 2017

time_hh:

time_mm:

location: Toronto Airport

their best to appear intimidating. They were taciturn, unfriendly, and doing

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_6) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/60.0.3112.113
Safari/537.36

Payette, Ryan

From:
Sent: September 25, 2017 10:28 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number: .

address:

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: September

date_day: 17

date_year: 2017

time_hh:

time_mm: :

1

was extremely rude and aggressive

Officer was rude, aggressive and abused her authority

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/52.0.2743.116
Safari/537.36 Edge/15.15063

Payette, Ryan

From:
Sent: September 27, 2017 03:01 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: I

phone number

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: September

date_day: 24

date_year: 2017

time_hh:

time_mm:

location: TORONTO INTERNATIONAL AIRPORT

I was terribly treated by
two officers who in a totally violent, ironic, humiliating, and despotic manner

. They forced me to pick up my belongings from the floor, including the documents and money they had
thrown carelessly, always laughing at me, and repeating the !
threats they had repeatedly made to me.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10.10; rv:55.0) Gecko/20100101 Firefox/55.0

Payette, Ryan

From:
Sent: October 1, 2017 05:41 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: (

family name:

phone number:

address:

city:

province state:

postal code:

country:

date_month: September

date_day: 30

date_year: 2017

time_hh

time_mm:

location: montreal trudeau airport

First he asked me to place my bag on the counter, then he asked me where i was coming from and when i had left canada, then he asked me if i had packed my bag myself, he asked if i know everything that was in my bag, he proceeded to take the contents of my bag out one by one and lay it on the counter...he looked at all my personal papers, asking a million questions about every single thing

He questioned every little receipt i had in my bag...whats this for....where did you go when you were there, was this a romantic visit, what did you do there, do you have any photos of your places you went, can you show me....do you have your original ittinerary for your trip.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/61.0.3163.79 Safari/537.36

Payette, Ryan

From:
Sent: October 13, 2017 09:56 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
identification: victim

confirm:

first_name:

family_name:

phone:

address:

city:

province_state:

postal_zip:

country:

time_mm: 35

staff_contact:

date_month: October

date_day: 11

date_year: -

time_hr

time_mm

information: on

location: Toronto information airport

unprofessional to me as a visitor.

talking something
unfriendly

attitude.

1

why have to show your unfriendly attitude to visitors ?! The first image of Canada is poor ,
inefficient and unfriendly

using power abused visitors.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_3_3 like Mac OS X) AppleWebKit/603.3.8 (KHTML, like Gecko) Version/10.0
Mobile/14G60 Safari/602.1

Payette, Ryan

From: CBSA-ASFC_CONTACT
Sent: October 13, 2017 02:08 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FW: : Question et commentaires
Hello Complaints Unit,

Client complaint/comment about their customs clearance for your action please.

We are closing this transaction on our end.

Thank you,

David Lamoureux

A/Technical Advisor, Border Information Services and Contact Us Canada
Border Services Agency / Government of Canada
david.lamoureux@cbsa-asfc.gc.ca / Tel 1-204-983-3413 / TTY: 866-335-3237

Conseiller Technique/I, Service d'information sur la frontière et Contactez-nous Agence
des services frontaliers du Canada / Gouvernement du Canada
david.lamoureux@cbsa-asfc.gc.ca / Tél 1-204-983-3413 / ATS: 866-335-3237

From: **Sent:**
October 13, 2017 10:53 AM
To: contact@cbsa.gc.ca
Subject: Question et commentaires

Madame,
Monsieur,

très sèchement de passer à gauche (immigration et douanes).

a répondu

ne veut pas ou ne peut
pas répondre à nos questions quand on montre nos papier

Nous avons du attendre encore 2 heures supplémentaires

1

PROTECTED A

Mcphail, Marshall

From:
Sent: October 15, 2017 07:38 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number: - - - - -

address:

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: September

date_day: 27

date_year: 2017

time_hh:

time_mm: - mm -

location: Montreal Trudeau airport

inspected all the contents, including the bills I provided for my purchases, my agenda notes and miscellaneous papers. From time to time, he claimed an item was new and each time I showed him an indication that it was not. He was adamant that a pair of shoes was newly purchased and I responded they were not and moreover that I could produce a bill at a future time. To this he responded something to the effect that that was not how things worked at customs.

Throughout, the agent was annoyed and rude, and appeared to me to be disappointed not to find any purchase not declared. |

another agent was there, this time a female. She threatened

3

PROTECTED A

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_3_3 like Mac OS X) AppleWebKit/603.3.8 (KHTML, like Gecko) Version/10.0
Mobile/14G60 Safari/602.1

Mcphail, Marshall

From:
Sent: October 15, 2017 08:57 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number

address

city:

province state:

postal code

country:

time_contact-hh: 16:00

date_month: September

date_day: 01

date_year: 2017

time_hh:

time_mm:

this to her is OUTRAGEOUS. No family member should have to worry about the safety
of their family |

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko

Mcphail, Marshall

From:
Sent: October 16, 2017 07:56 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: "

family name:

phone number

address: .

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: September

date_day: 01

date_year: 2017

time_hh: 0

time_mm:

treatment she received from the officers.

demeaning and unprofessional

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 4.4.2; HTC Desire 510 Build/KOT49H) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/61.0.3163.98 Mobile Safari/537.36

1

PROTECTED A

Mcphail, Marshall

From:
Sent: October 16, 2017 05:54 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name:

phone number: !

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: October

date_day: 10

date_year: 2017

time_hh: !

time_mm:

' had been denied boarding the flight without any exception

certification: yes

Submit: Submit

Mozilla/5.0 (X11; CrOS armv7l 9592.96.0) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/60.0.3112.114
Safari/537.36

Payette, Ryan

From:
Sent: October 17, 2017 11:32 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: October

date_day: 17

date_year: 2017

time_hh

time_mm: :

clearly gave me no option; I had to present my passport.

process my claim to re-enter Canada even though I had proper documentation with me

refused to

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; rv:52.0) Gecko/20100101 Firefox/52.0

Payette, Ryan

From: Montpellier, Manon on behalf of Quebec Complaints / Plaintes Québec (CBSA/ASFC)
Sent: October 17, 2017 11:36 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Cc: Quebec Complaints / Plaintes Québec (CBSA/ASFC)
Subject: TR: '

Bonjour svp enregistrer cette plainte pour notre région.

Merci

Manon Montpellier

*Agente régionale des programmes, Division des services corporatifs et des programmes, Région du Québec
Coordonnatrice régionale – plaintes
Agence des services frontaliers du Canada | Gouvernement du Canada manon.montpellier@cbsa-asfc.gc.ca
| Tél: 514-283-8700 x 6016 | ATS : 866-335-3237*

*Regional Program Officer, Corporate and Program Services Division Regional
Coordinator – complaints
Canada Border Services Agency | Government of Canada manon.montpellier@cbsa-asfc.gc.ca
| Tel: 514-283-8700 x 6016 | TTY : 866-335-3237*

De : Perreault, Karine

Envoyé : 17 octobre, 2017 11:19

À : Quebec Complaints / Plaintes Québec (CBSA/ASFC) <CBSA.QueComplaints-PlaintesQue.ASFC@cbsa-asfc.gc.ca>

Cc : Perreault, Karine <Karine.Perreault@cbsa-asfc.gc.ca> **Objet :** TR:

Bonjour,

Veuillez svp numéroter cette plainte.

Merci

Karine Perreault

Adjointe administrative, District des aéroports – Région du Québec Agence
des services frontaliers du Canada | Gouvernement du Canada
karine.perreault@cbsa-asfc.gc.ca | Tél: 514-633-7702 | ATS: 866-335-3237

Administrative Assistant, Airports District – Quebec Region Canada Border
Services Agency | Government of Canada karine.perreault@cbsa-asfc.gc.ca | Tel: 514-633-7702 | TTY: 866-335-3237

De : QUE-PET, Programmes

Envoyé : 17 octobre, 2017 10:24

De : YULClientele [<mailto:YULClientele@admtl.com>] **Envoyé**
: 17 octobre, 2017 9:44
À : QUE-PET, Programmes <QUE-AeroportsDorval-Mirabel.Programmes@cbsa-asfc.gc.ca> **Objet**
: TR:

Bonjour,

Ceci est pour votre information.

Cordialement.

AÉROPORTS DE MONTRÉAL Stéphanie
Chéhadé
Agente, Relations clients
Officer, Customer Relations

800, place Leigh-Capreol, bureau 1000
Dorval (Québec) CANADA H4Y 0A5 WWW.ADMTL.COM

De : no-reply@admtl.com [<mailto:no-reply@admtl.com>]
Envoyé : 16 octobre 2017 23:27
À : YULClientele <YULClientele@admtl.com> **Objet**
:

Data from form "Commentaires" was received on October 16, 2017.

Nature commentaire	Autre
Motif visite	Arrivée
Services gouvernementaux	Douanes-immigration canadienne
Compagnie aerienne	
Numéro de vol	
Transporteur	
Acces et transports	
Stationnement	
Aerogare	
Resto et shopping	
Site web	0
Sujet	procedures
Date evenement	2017-10-16

Civilité	
Nom	
Prénom	
Adresse	
Ville	
Province / État	
Code postal	
Pays	
Téléphone	
Courriel	
Commentaires	<p>Vos douanier sont mal former, ignorant et pas gentils !</p>
Reponse requise	l
Langue	fr
Adresse Ip	172.56.6.73

Payette, Ryan

From:
Sent: October 18, 2017 05:15 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name:

phone number:

address:

city: Causeway

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: October

date_day: 06

date_year: 2017

time_hh:

time_mm:

the tone of the questioning was incredibly rude. |

the officer responded:

"Shut the fuck up - take your bag and leave, because that was not my question!"

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_6) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/61.0.3163.100
Safari/537.36

Payette, Ryan

From:
Sent: October 18, 2017 02:47 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: October

date_day: 11

date_year: 2017

time_hh

time_mm:

location: toronto, ontario

the officer made certain offending comments about me and my family .
According to him " people like me abuse the system receive the education, don't pay taxes and return home while other
people like him suffer in the form of paying taxes".

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_10_5) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/61.0.3163.100
Safari/537.36

Payette, Ryan

From:
Sent: October 18, 2017 02:51 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

date_month: -

date_day: -

date_year: -

time_mm: - mm -

location: Toronto, ontario

feedback:

. I have been redirected to secondary CBSA

subsequently everytime I travel

certification: yes

1

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_10_5) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/61.0.3163.100
Safari/537.36

Payette, Ryan

From: ~
Sent: October 19, 2017 11:00 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: August

date_day: 05

date_year: 2017

time_hh:

time_mm:

location: Aéroport Pierre-Eliot Trudeau

feedback: Good day,

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_12_6) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/61.0.3163.100
Safari/537.36 OPR/48.0.2685.39

Payette, Ryan

From: CBSA-ASFC_Appeals-Appels
Sent: October 20, 2017 10:58 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject:
Threatened and miss treated by BSO

From: RCMS-SGRR@cbsa-asfc.gc.ca [<mailto:RCMS-SGRR@cbsa-asfc.gc.ca>]
Sent: October 17, 2017 9:41 PM
To: CBSA-ASFC_Appeals-Appels; CBSA-ASFC_RCMS-SGRR
Subject: Online submission has been processed

RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

[Launch RCMS Enforcement](#)

Notification de **SGRR** Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous.

[Ouvrir SGRR Exécution de la loi](#)

fmrID: rcms2016c

1

date of action: 2017-09-07

client type: i

client first name: l

client surname:

client address:

client city:

client country:

client province/state:

client postal/zip code:

client phone number:

client phone number type: f

representative type: Individual [representativeType=51]

we were being singled out

certificationField: yes

date submitted: 2017-10-17

language: english [language=1]

notarobot: 1

Submit: Submit

Mozilla/5.0 (X11; Ubuntu; Linux x86_64; rv:54.0) Gecko/20100101 Firefox/54.0

Payette, Ryan

From:
Sent: October 20, 2017 03:45 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: August

date_day: 06

date_year: 2017

time_hh:

time_mm:

location: Toronto

The officer did not believe me and yelled at me for
lying.

Thank you for your attention.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64; Trident/7.0; rv:11.0) like Gecko

Payette, Ryan

From:
Sent: October 21, 2017 03:51 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: compliment

email2:

first name:

family name:

phone number:

address:

city:

province state

postal code

country:

time_contact-hh: 11:00

date_month: October

date_day: 19

date_year: 2017

time_hh:

time_mm

location: Toronto Lester B. Pearson International Airport - Terminal 3

feedback: Attention Superintendent OF Canada Border Service Agency,

1

I felt that I have unfair treatment, racial profiling and been single out for no reason

the Officer was polite and respectful

but he has lack of training and only targeting sane people

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/61.0.3163.100
Safari/537.36

Payette, Ryan

From:
Sent: October 27, 2017 09:00 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: [REDACTED]

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 14:00

date_month: October

date_day: 27

date_year: 2017

time_hh:

time_mm:

location: Pearson International Airport Nexus Enrollment Centre

1

She was extremely curt with me
this officer and her tone be
adjusted for future.

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 7.0; SM-G950U1 Build/NRD90M) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/61.0.3163.98 Mobile Safari/537.36

Payette, Ryan

From:
Sent: October 30, 2017 02:15 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: October

date_day: 26

date_year: 2017

time_hh:

time_mm:

location: Toronto

Her reply – “DON’T YELL AT ME’! FILL OUT THE FORM ON THE OTHER SIDE”!

the other snapped at me – I WAS JUST BEGINNING THE PROCESS OF REMOVING YOUR LUGGAGE FROM THIS FLIGHT!!!

certification: yes

Payette, Ryan

From: CBSA-ASFC_CONTACT
Sent: November 1, 2017 09:26 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FW:
Attachments:
Hello Complaints Unit,

Client complaint against a BSO for your action please.

We are closing this transaction on our end.

Thank you,

David Lamoureux

A/Technical Advisor, Border Information Services and Contact Us Canada
Border Services Agency / Government of Canada
david.lamoureux@cbsa-asfc.gc.ca / Tel 1-204-983-3413 / TTY: 866-335-3237

Conseiller Technique/I, Service d'information sur la frontière et Contactez-nous Agence
des services frontaliers du Canada / Gouvernement du Canada
david.lamoureux@cbsa-asfc.gc.ca / Tél 1-204-983-3413 / ATS: 866-335-3237

From: **Sent:**
October 31, 2017 2:29 PM
To: Comerford, Richard <Richard.Comerford@cbsa-asfc.gc.ca>; contact@cbsa.gc.ca; customer_service@gtaa.com
Subject:

To whom it may concern,

travellers,
embarrass her.

a uniformed peace officer with the power to detain and perform invasive physical searches on
and took the opportunity to objectify, intimidate and

Payette, Ryan

From: GTAR Correspondence RDGO / RGT Correspondance BDGR (CBSA/ASFC)
Sent: November 1, 2017 08:59 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Cc: GTAR Correspondence RDGO / RGT Correspondance BDGR (CBSA/ASFC)
Subject:
CFN please

From: Vragovic, Goran
Sent: October 31, 2017 4:33 PM
To: Dennis, Jennifer <Jennifer.Dennis@cbsa-asfc.gc.ca>
Cc: Pileggi, Nadia <Nadia.Pileggi@cbsa-asfc.gc.ca>; Desforges, Meegan <Meegan.Desforges@cbsa-asfc.gc.ca>;
Mimikopoulos, Christina <Christina.Mimikopoulos@cbsa-asfc.gc.ca>; Patel, Nina <Nina.Patel@cbsa-asfc.gc.ca> **Subject:**
Fw:

Jen;

Please track this as formal complaint.

Goran

From: Comerford, Richard <Richard.Comerford@cbsa-asfc.gc.ca>
Sent: Tuesday, October 31, 2017 4:20 PM
To: Vragovic, Goran
Cc: Sheridan, Norm; Durocher, Christine; Berardi, Dave; Collee, Mona **Subject:**
FW:

Goran,

Rick.

From: **Sent:**
October 31, 2017 3:29 PM
To: Comerford, Richard <Richard.Comerford@cbsa-asfc.gc.ca>; contact@cbsa.gc.ca; customer_service@gtaa.com
Subject:

To whom it may concern,

travellers,
embarrass her.

a uniformed peace officer with the power to detain and perform invasive physical searches on
and took the opportunity to objectify, intimidate and

Payette, Ryan

From:
Sent: November 5, 2017 06:59 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: November

date_day: 05

date_year: 2017

time_hh:

time_mm:

location: YVR Airport

CBSA officer today with very rude and unpleasant (and discriminatory) comments.

1

he said the trip was “a waste of money”. Then he proceed to comment that because “my parents were paying for it so it’s ok”. comments very offensive and unprofessional

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 11_0_3 like Mac OS X) AppleWebKit/600.1.4 (KHTML, like Gecko) GSA/10.0.63022
Mobile/15A432 Safari/600.1.4

Payette, Ryan

From:
Sent: November 5, 2017 09:43 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state

postal code:

country:

time_contact-hh: 09:00

date_month: November

date_day: 05

date_year: 2017

time_hh:

time_mm:

location: Montreal (YUL)

His line of questioning was totally out of line and unnecessary.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_13_1) AppleWebKit/604.3.5 (KHTML, like Gecko) Version/11.0.1
Safari/604.3.5

Payette, Ryan

From:
Sent: November 5, 2017 10:15 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: November

date_day: 05

date_year: 2017

time_hh:

time_mm:

location: YYZ

1

She
proceeded to say that I didn't bother to asking the others and that this is why we have lines in Canada and if it was up to
her that she would send me back to wait and miss my flight. '
she would not listen.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 11_0_3 like Mac OS X) AppleWebKit/604.1.38 (KHTML, like Gecko) Version/11.0
Mobile/15A432 Safari/604.1

Payette, Ryan

From:
Sent: November 6, 2017 04:32 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat: '

code postal:

pays:

time_contact-hh: 14:00

date_jour: 31

date_mois: octobre

date_annee: 2017

temp_hh:

temp_mm:

lieu: AÉROPORT INTERNATIONAL MONTREAL-PIERRE ELLIOTT TRUDEAU

était un peu trop rude,

elle m'a dit : « Tu as une carte Nexus et tu as oublié de récupérer ton bagage, donc j'évoque ta carte Nexus! »

a commencé à crier et m'a humilié

me traite avec mépris, arrogance, manque de respect ..

. elle m'a ignoré, après je vois sa bouche crier mais je ne

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/61.0.3163.100
Safari/537.36

Payette, Ryan

From: GTAR Correspondence RDGO / RGT Correspondance BDGR (CBSA/ASFC)
Sent: November 7, 2017 08:41 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Cc: GTAR Correspondence RDGO / RGT Correspondance BDGR (CBSA/ASFC)
Subject: FW:
CFN please

From: Kotadia, Zahra
Sent: November 6, 2017 11:45 AM
To: GTAR Correspondence RDGO / RGT Correspondance BDGR (CBSA/ASFC) <GTA-Complaints@cbsa-asfc.gc.ca>
Cc: Berndt, David <David.Berndt@cbsa-asfc.gc.ca>; Saxby, Luisa <Luisa.Saxby@cbsa-asfc.gc.ca> **Subject:** FW:

For your reference.

From: Pacheco, Maria
Sent: November 6, 2017 9:42 AM
To: Kotadia, Zahra <Zahra.Kotadia@cbsa-asfc.gc.ca>
Cc: Stewart, RossM <Ross.Stewart@cbsa-asfc.gc.ca>; Chartrand, Kristopher <Kristopher.Chartrand@cbsa-asfc.gc.ca>; Szplitgeiber, Elizabeth <Elizabeth.Szplitgeiber@cbsa-asfc.gc.ca>
Subject: FW:

Maria Pacheco
Chief of Operations/Chef des opérations/
Canada Border Services Agency/
Agence des services frontaliers du Canada/
Toronto Pearson Int'l. Airport, Terminal 1/
Aéroport international Toronto Pearson, Aerogare 1
PO Box 40 Mississauga ON L5P 1A2
Maria.Pacheco@cbsa-asfc.gc.ca/
Telephone | Téléphone 905-676-5111 /
Facsimile | Télécopieur 905-676-5120 / Teletypewriter | Téléimprimeur 1-866-335-3237
Government of Canada | Gouvernement du Canada

From: Puster, Maria [<mailto:maria.puster@gtaa.com>] **Sent:**
November 6, 2017 9:40 AM
To: Pacheco, Maria <Maria.Pacheco@cbsa-asfc.gc.ca>; Szplitgeiber, Elizabeth <Elizabeth.Szplitgeiber@cbsa-asfc.gc.ca>
Cc: Zacharias, Ayesha <ayesha.zacharias@gtaa.com> **Subject:** RE:

Good morning Maria and Elizabeth,

For your information, please see below.

Thank you,

Maria Puster

Senior Representative, Flow and Facilitation
Customer and Terminal Services 416-776-
3236 cell 4 fax 416-776-3075

In support of our ISO 14001 program, please avoid printing e-mails whenever possible.

From: Greater Toronto Airports Authority [mailto:customer_service@gtaa.com] **Sent:**
Monday, November 06, 2017 8:01 AM
To: Puster, Maria <maria.puster@gtaa.com> **Subject:**
Fwd:

Hi Maria,

I'm forwarding the following CBSA staff complaint that we received from a passenger who arrived at Terminal 1 on November 4.

This is an FYI for you, I will send a response providing CBSA contact information.

I'm including the passenger contact information below:

Thanks,

Ayesha Zacharias Customer Service Coordinator
Customer Experience
6-9839
fax 6-5808

In support of our ISO 14001 program, please avoid printing e-mails whenever possible.

On Sun, 5 Nov

wrote:

an extremely rude immigration staff (who shouted at me
behavior unnecessary, unprofessional and rude

Payette, Ryan

From: CBSA-ASFC_Appeals-Appels
Sent: November 7, 2017 09:28 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: racism

From: RCMS-SGRR@cbsa-asfc.gc.ca [<mailto:RCMS-SGRR@cbsa-asfc.gc.ca>] **Sent:** November 2, 2017 2:26 PM
To: CBSA-ASFC_Appeals-Appels; CBSA-ASFC_RCMS-SGRR
Subject: Online submission has been processed

RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

[Launch RCMS Enforcement](#)

Notification de **SGRR** Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous.

[Ouvrir SGRR Exécution de la loi](#)

fmrID: rcms2016c

1

date of action: 2017-10-30

client type:

client first name: I

client surname: '

client address:

client city: I

client country: I

client province/state:

client postal/zip code:

client phone number

client phone number type:

detailsField: To Whom It May Concern

Dear Officer,

certificationField: yes

date submitted: 2017-11-02

language: english [language=1]

notarobot: 1

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_10_5) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/61.0.3163.100 Safari/537.36

PROTECTED A

Mcphail, Marshall

From: CBSA-ASFC_RCMS-SGRR
Sent: October 27, 2017 12:52 AM
To: CBSA-ASFC_Appeals-Appels; CBSA-ASFC_RCMS-SGRR
Subject: Online submission has been processed

Follow Up Flag: Follow up
Flag Status: Completed

RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

[Launch RCMS Enforcement](#)

Notification de **SGRR** Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous.

[Ouvrir SGRR Exécution de la loi](#)

fmrID: rcms2016c

date of action: 2017-10-24

client type:

client first name:

surname:

client address:

client city: |

client country: |

client province/state:

client postal/zip code

client phone number

client phone number type:

detailsField:

PROTECTED A

certificationField: yes

date submitted: 2017-10-26

language: english [language=1]

notarobot: 1

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_3_3 like Mac OS X) AppleWebKit/603.3.8 (KHTML, like Gecko) Version/10.0 Mobile/14G60
Safari/602.1

Mcphail, Marshall

From:
Sent: November 9, 2017 12:08 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code

country:

time_contact-hh: 11:00

date_month: October

date_day: 22

date_year: 2017

time_hh:

time_mm:

location: Pearson International Airport Terminal 1

1

2

PROTECTED A

she replied extremely impatiently: "Put down your tone", "Stop asking what", "Why don't you fill this form in advance".

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_12_6) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/62.0.3202.89 Safari/537.36

Mcphail, Marshall

From:
Sent: November 9, 2017 09:38 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

date_month: October

date_day: 26

date_year: 2017

time_hh

time_mm:

location: Vancouver International Airport

The CBSA team for the most part were extremely helpful and efficient. from the beginning of our interaction was indifferent to outside rude. raised his voice and said "There's a stop sign there!". Not friendly at all and just a sour persona throughout our interaction.

Thank you.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_12_6) AppleWebKit/604.1.38 (KHTML, like Gecko) Version/11.0
Safari/604.1.38

Payette, Ryan

From:
Sent: November 10, 2017 02:17 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille: -----

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays:

time_contact-hh: 13:00

date_jour: 01

date_mois: novembre

date_annee: 2017

temp_hh:

temp_mr

lieu: aéroport montreal elliot trudeau

il a abusé de cette fatigue

Payette, Ryan

From:
Sent: November 13, 2017 12:31 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city:

province state

postal code: '

country:

time_contact-hh: 10:00

date_month: November

date_day: 11

date_year: 2017

time_hh:

time_mn

location: Vancouver International Airport CBSA Office

CBSA Officers fiercely opened a side door that located in the middle of the path that knocked our baggage cart. This sudden impact resulted in one of my luggages falling off the cart. The CBSA officer who opened the door looked at me in the eye and said nothing, no assistance in helping me picking up the luggage, no word of apology, and there is no indication of any kind that he was executing a dynamic event or apprehension that caused this numb reaction. He was just standing there and watched

lack of decency,
compassion, and professionalism that this particular CBSA officer demonstrated on that day.

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 11_1_1 like Mac OS X) AppleWebKit/604.3.5 (KHTML, like Gecko) Version/11.0
Mobile/15B150 Safari/604.1

Payette, Ryan

From:
Sent: November 13, 2017 10:51 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
identification: victim

confirm:

first_name:

family_name:

phone:

address:

city:

province_state:

postal_zip:

country:

time_hh: 10

time_mm: 00

staff_contact:

date_month: November

date_day: 12

date_year: -

time_hh2

time_mm

information: on

participation: on

location: Toronto Pearson Customs

he was unprofessional he couldn't answer any questions I asked him about the laws and how things were the only thing he was determined to do was look through my luggage and look through my phone and he told me if I didn't buy it he was going to send it off to forensics so it sounds like a power thrust issue

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 6.0.1; SM-N910W8 Build/MMB29M) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/61.0.3163.98 Mobile Safari/537.36

Payette, Ryan

From: CBSA-ASFC_CONTACT
Sent: November 14, 2017 01:15 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FW: Unprofessionalism: YVR Border Services Agents/Personnel
Hello Complaints Unit,

Client complaint/comment for your action please.

We are closing this transaction on our end.

Thank you,

David Lamoureux

A/Technical Advisor, Border Information Services and Contact Us Canada
Border Services Agency / Government of Canada
david.lamoureux@cbsa-asfc.gc.ca / Tel 1-204-983-3413 / TTY: 866-335-3237

Conseiller Technique/I, Service d'information sur la frontière et Contactez-nous Agence
des services frontaliers du Canada / Gouvernement du Canada
david.lamoureux@cbsa-asfc.gc.ca / Tél 1-204-983-3413 / ATS: 866-335-3237

From: **Sent:**
November 11, 2017 12:33 AM
To: contact@cbsa.gc.ca
Cc:
Subject: Unprofessionalism: YVR Border Services Agents/Personnel

Hello,

with your mouth open.]

smacking gum, chewing

the unprofessional presentation of the border agents.

relation to

Payette, Ryan

From: [REDACTED]
Sent: November 14, 2017 03:01 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: compliment

email2: ;

first name:

family name:

phone number: !

address:

city:

province state:

postal code:

country:

time_contact-hh: 13:00

date_month: November

date_day: 05

date_year: 2017

time_hh: (

time_mm:

location: Toronto

feedback:

1

discriminated against and treated as a criminal upon arrival

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 11_1_1 like Mac OS X) AppleWebKit/604.3.5 (KHTML, like Gecko) Version/11.0
Mobile/15B150 Safari/604.1

Payette, Ryan

From:
Sent: November 14, 2017 07:09 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 14:00

date_month: September

date_day: 10

date_year: 2017

time_hh:

time_mm:

location: Toronto Pearson Airport

Canada Border Services Agency (CBSA) officers denied my rights and refused to provide basic human needs such as water, food, and urination. Secondly, threaten two vulnerable young adults into situations by not allowing them to speak and holdback on providing all their rights and options. Thirdly, [redacted] is abusing the systems and her rights being a CBSA officer that she can harass others.

[redacted] are abusing their powers as the CBSA officers in denying our rights to demand basic human needs.

Secondly, Officer [redacted] discriminated [redacted] we have been negatively treated and harassed, most intimidating and nasty experience. /

[redacted] In her exact words: "do not speak or I will not tell you how to appeal! You will have to figure it out on your own." [redacted] Officer [redacted] along with other two of officers overseeing the incident giggle while Officer [redacted] threaten us. [redacted] abuses her power to harass and threaten us. [redacted] uses an aggressive tone and treated us disrespectfully.

[redacted] Officer [redacted] refused to let me know my full options and rights.

Thirdly, officer [redacted] exaggeratedly exercise her power as a CBSA officer and demonstrated a serious discrimination act.

discrimination by a professional
CBSA officer. Officer demonstrates unethical, discriminate and judgmental activities.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/61.0.3163.100
Safari/537.36

Payette, Ryan

From:
Sent: November 15, 2017 05:44 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
identification:

confirm:

first_name:

family_name:

phone:

address:

city:

province_state:

postal_zip

country:

time_mm: - mm -

date_month: -

date_day: -

date_year: -

time_mm2: - mm -

The customs staff harrassed
They were rude , racist , provoking and aggressive.

certification: yes

Submit: Submit

Payette, Ryan

From: Montpellier, Manon on behalf of Quebec Complaints / Plaintes Québec (CBSA/ASFC)
Sent: November 17, 2017 08:06 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Cc: Quebec Complaints / Plaintes Québec (CBSA/ASFC)
Subject: TR: '

Bonjour, svp enregistrer cette plainte pour notre région.

Merci

Manon Montpellier

Agente régionale des programmes, Division des services corporatifs et des programmes, Région du Québec
Coordonnatrice régionale – plaintes
Agence des services frontaliers du Canada | Gouvernement du Canada manon.montpellier@cbsa-asfc.gc.ca
| Tél: 514-283-8700 x 6016 | ATS : 866-335-3237

Regional Program Officer, Corporate and Program Services Division Regional
Coordinator – complaints
Canada Border Services Agency | Government of Canada manon.montpellier@cbsa-asfc.gc.ca
| Tel: 514-283-8700 x 6016 | TTY : 866-335-3237

De : Perreault, Karine

Envoyé : 16 novembre, 2017 2:55

À : Quebec Complaints / Plaintes Québec (CBSA/ASFC) <CBSA.QueComplaints-PlaintesQue.ASFC@cbsa-asfc.gc.ca>

Cc : Perreault, Karine <Karine.Perreault@cbsa-asfc.gc.ca> **Objet :** TR: '

Bonjour,

Svp numéroter cette plainte.

Merci

Karine Perreault

Adjointe administrative, District des aéroports – Région du Québec Agence
des services frontaliers du Canada | Gouvernement du Canada
karine.perreault@cbsa-asfc.gc.ca | Tél: 514-633-7702 | ATS: 866-335-3237

Administrative Assistant, Airports District – Quebec Region Canada Border
Services Agency | Government of Canada [karine.perreault@cbsa-](mailto:karine.perreault@cbsa-asfc.gc.ca)
asfc.gc.ca | Tel: 514-633-7702 | TTY: 866-335-3237

De : QUE-PET, Programmes

Envoyé : 16 novembre, 2017 2:38

Regional Programs Officer, Operational Services, Corporate and Program Services Division, Quebec Region
Canada Border Services Agency / Government of Canada
catherine.renaud@asfc.gc.ca / Tel.: 514-633-7815 / TTY: 866-335-3237

De : YULClientele [<mailto:YULClientele@admtl.com>]

Envoyé : 16 novembre, 2017 2:06

À : QUE-PET, Programmes <QUE-AeroportsDorval-Mirabel.Programmes@cbsa-asfc.gc.ca>

Objet : TR:

Bonjour,

Ceci est pour votre information.

Cordialement,

AÉROPORTS DE MONTRÉAL

Stéphanie Chéhadé

Agente, Relations clients

Officer, Customer Relations

800, place Leigh-Capreol, bureau 1000

Dorval (Québec) CANADA H4Y 0A5 WWW.ADMTL.COM

De : no-reply@admtl.com [<mailto:no-reply@admtl.com>] **Envoyé**

: 16 novembre 2017 10:53

À : YULClientele <YULClientele@admtl.com> **Objet**

:

Data from form "Commentaires" was received on November 16, 2017,

Nature commentaire	Other
Motif visite	
Services gouvernementaux	Canadian Customs and Immigration
Compagnie aerienne	.
Numéro de vol	
Transporteur	
Acces et transports	
Stationnement	
Aerogare	

Resto et shopping	
Site web	0
Sujet	securite
Date evenement	2017-11-13
Civilité	
Nom	
Prénom	
Adresse	
Ville	
Province / État	
Code postal	
Pays	
Téléphone	
Courriel	
Commentaires	<p>This agent did not care she was a rude, insensitive bully. Fortunately her male counterpart took care me</p>
Reponse requise	1
Langue	en
Adresse Ip	

Payette, Ryan

From:
Sent: November 27, 2017 01:15 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name

phone number

address:

city

province state: (

postal code:

country:

time_contact-hh: 10:00

date_month: November

date_day: 26

date_year: 2017

time_hh:

time_mm:

location: Toronto Pearson Airport

1

feedback:

was not only rude and yelling in an ugly manner but was also racial profiling.

need that ??” nastily barks at me “Why do you

without trying to hear our explanation he yells at us “Get OUT of my line I don’t care!!!”

he racially profiled everyone.

he barked military style to “look at me!” as he deeply inspected our
passport photos as if he didn’t just do that 5 seconds ago to humiliate us.

certification: yes

Submit: Submit

Payette, Ryan

From:
Sent: November 28, 2017 05:20 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: .

family name:

phone number:

address:

city:

province state:

postal code

country:

time_contact-hh: 11:00

date_month: November

date_day: 25

date_year: 2017

time_hh:

time_mm

location: Toronto Pearson Airport

f

1

I found his questioning and demeanour aggressive

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64; Trident/7.0; rv:11.0) like Gecko vnt1173121356

Payette, Ryan

From:
Sent: November 28, 2017 05:22 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: November

date_day: 28

date_year: 2017

time_hh:

time_mm:

location: Vancouver international airport boarder services

Additionally the prying and very personal questions I heard asked by all officers as a routine part of the inspection process with myself and others I overheard,

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 11_1_2 like Mac OS X) AppleWebKit/604.1.34 (KHTML, like Gecko)
GSA/39.0.175034278 Mobile/15B202 Safari/604.1 vnt1173121356

Payette, Ryan

From:
Sent: November 28, 2017 07:09 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state

postal code:

country:

time_contact-hh: 15:00

date_month: November

date_day: 19

date_year: 2017

time_hh:

time_mm:

location: Pearson International Airport

1

The officer rudely answered, "Go!"

the officer shook his head and loudly and clearly said "shithead!"

openly insult passengers in this way, it's shameful.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_13) AppleWebKit/604.1.38 (KHTML, like Gecko) Version/11.0 Safari/604.1.38
vnt1173121356

Payette, Ryan

From:
Sent: December 4, 2017 10:05 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2

first name:

family name:

phone number:

address:

city

province state

postal code:

country:

date_month: December

date_day: 03

date_year: 2017

time_hh:

time_mm

location: Pearson

The woman who I dealt with,
was so mean to me and condescending, and told me to leave.

1

Rude, very mean.

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 10_3_3 like Mac OS X) AppleWebKit/602.1.50 (KHTML, like Gecko) GSA/39.0.175034278
Mobile/14G60 Safari/602.1 vnt1173121356

Payette, Ryan

From:
Sent: December 6, 2017 10:23 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name

phone number:

address:

city

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: December

date_day: 05

date_year: 2017

time_hh:

time_mm: - mm -

location: Pearson Airport, Terminal 3, Customs Declaration

1

Customs Officer was actually rude and condescending when he dealt with me,
line.

and the next passenger in

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 10_3_3 like Mac OS X) AppleWebKit/603.3.8 (KHTML, like Gecko) Version/10.0 Mobile/14G60
Safari/602.1 vnt1173121356

Page 1/2

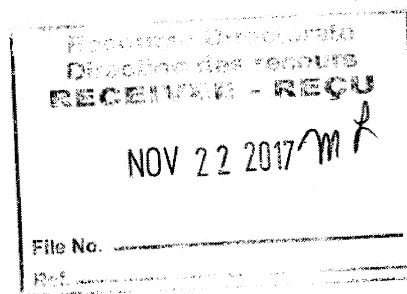
Monsieur le -----des douanes

NOV 22 2017 *MA*

File No. _____

Page 2/2

Mais ce qui m'a humilié profondément, c'est l'attitude ironique, pour ne pas dire moqueuse, de l'inspecteur



Recourse Directorate
Canada Border Services Agency
Ottawa, ON K1A 0L8

November 14, 2017

Dear Sir or Madam:

The officer's attitude was intimidating to say the least. I am sad to say that his behaviour was unbecoming of an officer of CBSA and was unCanadian.

Payette, Ryan

From:
Sent: December 8, 2017 05:38 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays:

time_contact-hh: 10:00

date_jour: 01

date_mois: décembre

date_annee: 2017

temp_hh

temp_mr

lieu: Aéroport de Dorval

Elle me répond très bêtement: TOUT LE MONDE EN A.

Elle me dit: Alors as-tu le papier avec ta photo?

Elle me pointe la porte à ma gauche et me dis: VA T'EN LÀ!

Elle me CRIE : QU'EST-CE QUE T'ATTENDS?

Elle enchaîne en CRIANT: BEN VAS-Y!!!

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 10.0; WOW64; Trident/7.0; rv:11.0) like Gecko vnt1173121356

Payette, Ryan

From:
Sent: December 8, 2017 06:58 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: [REDACTED]

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: November

date_day: 25

date_year: 2017

time_hh:

time_mr:

location: TORONTO

"I feel that my rights have been denied"

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_13_1) AppleWebKit/604.3.5 (KHTML, like Gecko) Version/11.0.1
Safari/604.3.5 vnt1173121356

Payette, Ryan

From:
Sent: December 9, 2017 11:47 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2: I

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays:

time_contact-hh: 13:00

date_jour: 11

date_mois: septembre

date_annee: 2017

temp_hh:

temp_mm

lieu: Aeroport de Montreal (YUL)

Il lui a répété qu'il s'en aille immédiatement d'une façon rude et selon moi inadéquate en disant que si je

attestation: yes

Payette, Ryan

From:
Sent: December 10, 2017 01:03 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

date_month: December

date_day: 08

date_year: 2017

time_mm: - mm -

location: Vancouver

feedback: Hello,

1. Get your officers all on the same page.
2. Get your officers to actually do their job and fill out the whole ticket if they are going to give you one

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_1) AppleWebKit/601.2.7 (KHTML, like Gecko) Version/9.0.1
Safari/601.2.7 vnt1173121356

Payette, Ryan

From:
Sent: December 10, 2017 02:56 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name:

phone number:

address:

city:

province state

postal code:

country:

date_month: December

date_day: 09

date_year: 2017

time_hh:

time_mn

location: Pearson International Airport, Terminal 3

was given a verbal third degree

1

this in a tone I found extremely offensive under the circumstances.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64; rv:51.0) Gecko/20100101 Firefox/51.0 vnt1173121356

Payette, Ryan

From:
Sent: December 10, 2017 10:42 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number

address

city:

province state: `

postal code:

country:

time_contact-hh: 17:00

date_month: April

date_day: 19

date_year: 2017

time_hh:

time_mm

location: Toronto International Airport

1

:

†

This particular female officer spoke to me a discourteous and abrupt manner.

(encountered an unprofessional behavior.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.84 Safari/537.36
vnt1173121356

Payette, Ryan

From: CBSA-ASFC_CONTACT
Sent: December 12, 2017 11:16 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FW:
Hello Complaints Unit,

Client complaint for your action please.

We are closing this transaction on our end.

Thank you,
David Lamoureux

A/Technical Advisor, Border Information Services and Contact Us Canada
Border Services Agency / Government of Canada
david.lamoureux@cbsa-asfc.gc.ca / Tel 1-204-983-3413 / TTY: 866-335-3237

Conseiller Technique/I, Service d'information sur la frontière et Contactez-nous Agence
des services frontaliers du Canada / Gouvernement du Canada
david.lamoureux@cbsa-asfc.gc.ca / Tél 1-204-983-3413 / ATS: 866-335-3237

From:
December 11, 2017 8:02 PM
To: contact@cbsa.gc.ca
Subject:

Sent:

on a power trip and had personal issue with me

I was spoken to by officer who was

Canada Border Services Agency
Resources Directorate
333 North River Road .
11th floor , Tower A
Ottawa , Ontario K1A 0L8
Fax No. 343 291 7239

RECEIVED NOV 30 2017
File No. _____
Ref. _____

Date : 11/21/2017

Dear Minister of Public Safety,

he was so rude and aggressive and he did not allow me to explain

he continued to humiliate me in an unprofessional manner in front of everybody.

Payette, Ryan

From:
Sent: December 13, 2017 12:17 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code

country:

time_contact-hh: 11:00

date_month: December

date_day: 12

date_year: 2017

time_hh:

time_mm

location: DORVAL AIRPORT CYUL

are not a credit to the agency.

These officers look unprofessional and

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_10_5) AppleWebKit/603.3.8 (KHTML, like Gecko) Version/10.1.2
Safari/603.3.8 vnt1173121356

Payette, Ryan

From:
Sent: December 13, 2017 09:22 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name

phone number

address:

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: December

date_day: 10

date_year: 2017

time_hh:

time_mn

location: Pearson Aiport

1

another CBSA officer jump in the carousel pulling my suitcase from me yelling "leave it", while the officer with the dog pushed pass me.

We were targeted and harassed and even assaulted

the officers collectively harassed, assaulted and embarrassed us in that airport.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/58.0.3029.110
Safari/537.36 Edge/16.16299 vnt1173121356

Payette, Ryan

From:
Sent: December 18, 2017 01:53 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

date_month: December

date_day: 17

date_year: 2017

time_hh:

time_mn

location: Vancouver international airport

1

he said, "if I tell you put the animal in, you put him in."

and attempted to humiliate me.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_3_3 like Mac OS X) AppleWebKit/603.3.8 (KHTML, like Gecko) Version/10.0
Mobile/14G60 Safari/602.1 vnt1173121356

Payette, Ryan

From:
Sent: December 18, 2017 12:44 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name:

phone number

address

city:

province state: (

postal code: L8W 3S1

country: Canada

time_contact-hh: 13:00

date_month: December

date_day: 16

date_year: 2017

time_hh:

time_mm

. - - - - -

↓

with stern attitude

he was rude to me and

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/61.0.3163.100
Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: December 18, 2017 04:05 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: December

date_day: 16

date_year: 2017

time_hh:

time_mn:

location: Toronto Pearson Airport

He started talking to me aggressively to
the point of yelling and questioned what I meant by my comment.
But he was persistent and told me that "You have to comply with what I say and do the way I want".

I asked him the reason for sending me there.
But he continued in his angry tone - "just go there!"

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; rv:52.0) Gecko/20100101 Firefox/52.0 vnt1173121356

Payette, Ryan

From:
Sent: December 19, 2017 11:06 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city: I

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: March

date_day: 20

date_year: 2017

time_hh:

time_mm:

location: AIRPORT VANCOUVER BRITISH COLUMBIA CANADA

1

feedback: Hi,

my dissatisfaction with the treatment I received last March 21, 2017

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64; Trident/7.0; rv:11.0) like Gecko vnt1173121356

Payette, Ryan

From: CBSA-ASFC_Appeals-Appels
Sent: December 20, 2017 10:04 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject:
Conduct, rude and angry

From: RCMS-SGRR@cbsa-asfc.gc.ca [mailto:RCMS-SGRR@cbsa-asfc.gc.ca]
Sent: December 18, 2017 1:18 PM
To: CBSA-ASFC_Appeals-Appels; CBSA-ASFC_RCMS-SGRR
Subject: Online submission has been processed

RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

[Launch RCMS Enforcement](#)

Notification de **SGRR** Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous.

[Ouvrir SGRR Exécution de la loi](#)

fmrID: rcms2016c

date of action: 2017-11-15

client type:

client first name:

client surname:

client address:

client city:

client country:

client province/state:

client postal/zip code:

client phone number: !

client phone number type:

detailsField:

made me feel like I was a criminal.

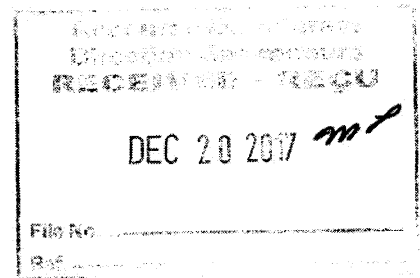
certificationField: yes

date submitted: 2017-12-18

language: english [language=1]

notarobot: 1

Recourse Directorate
Canada Border Services Agency
Ottawa, ON K1A 0L8



To whom it may concern,

a CBSA agent from behind me started screaming at me in a very demeaning and abusive tone.

Agent Hey what part of follow the yellow lines didn't you understand?

Agent how can you not understand? Don't you see the yellow lines?

SCREAMING AND BELITTling

bullying CONTINUED

She then asked me in a very degrading tone

she had an extremely rude demeanor, she had an abusive tone and belittled and degraded me

Power craving individuals

December 14, 2017.

Payette, Ryan

From:
Sent: December 20, 2017 02:06 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name

phone number:

address:

city: '

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: December

date_day: 17

date_year: 2017

time_hh:

time_mn

location: Yvr

feedback:

tapping on desk and fingering us over— The head agent in inspections area was quite rude,

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 11_1_2 like Mac OS X) AppleWebKit/604.3.5 (KHTML, like Gecko) Version/11.0
Mobile/15B202 Safari/604.1 vnt1173121356

Payette, Ryan

From:
Sent: December 21, 2017 03:39 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: December

date_day: 20

date_year: 2017

time_hh:

time_mn

location: Pearson Airporr

1

I'm being harassed :

he had lied and told her

.....

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 7.0; SAMSUNG SM-G930W8 Build/NRD90M) AppleWebKit/537.36 (KHTML, like Gecko)
SamsungBrowser/6.2 Chrome/56.0.2924.87 Mobile Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: December 21, 2017 02:05 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone: *

adresse: l

ville:

province etat:

code postal:

pays:

time_contact-hh: 16:00

date_jour: 07

date_mois: décembre

date_annee: 2017

temp_mm: - mm -

lieu: AEROPUERTO INTERNACIONAL DE VANCOUVER

retroaction:

1.- La comparación sin fundamentos de su oficial para decirme si soy o no un criminal

attestation: yes

Submit: presentar

Mozilla/5.0 (Windows NT 6.3; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.84
Safari/537.36 vnt1173121356

Mcphail, Marshall

From:
Sent: December 25, 2017 12:29 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 15:00

date_month: December

date_day: 24

date_year: 2017

time_hh

time_mr

1

a very bad attitude towards me and would not listen to my explanation.

He did not show any respect at YVR, He is also rude to passengers who needed assistance on golf carts and talk to them in a very inappropriate tone of voice.

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 6.0; LG-H812 Build/MRA58K) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/63.0.3239.111 Mobile Safari/537.36 vnt1173121356

Mcphail, Marshall

From:
Sent: December 26, 2017 11:25 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: !

family name:

phone number:

address

city

province state:

postal code:

country:

date_month: December

date_day: 26

date_year: 2017

time_hh: C

time_mm:

location: Toronto airport border control between US arrivals and the entrance to all E gates

1

2

PROTECTED A

He scoffed at me ;

He then said "What are you going to do with it? Have sex!
with it?"

his comments

inappropriate, uncalled for, and unacceptable.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_3_2 like Mac OS X) AppleWebKit/603.2.4 (KHTML, like Gecko) Version/10.0
Mobile/14F89 Safari/602.1 vnt1173121356

Mcphail, Marshall

From:
Sent: December 28, 2017 11:24 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state

postal code:

country:

time_contact-hh: 16:00

date_month: September

date_day: 21

date_year: 2017

time_hh:

time_mm

location: YVR

1

2

PROTECTED A

His voice went up and he said, almost yelled: "for connexion only! And I can put an end to that in one simple phone call.

Then he continued with his threatening voice: "do we have a problem here??"

That was an overuse of his power.

unprofessional and aggressive treatment. The way he

talked to me was absolutely unacceptable.

threatened that way by an angry

customs officer is not professional.

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 7.0; SM-G920W8 Build/NRD90M) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/63.0.3239.111 Mobile Safari/537.36 vnt1173121356

Mcphail, Marshall

From:
Sent: December 29, 2017 09:34 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: comment

email2: (

first name:

family name:

phone number:

address:

city:

province state: (

postal code:

country:

time_contact-hh: 10:00

date_month: December

date_day: 28

date_year: 2017

time_hh:

time_mm:

location: Toronto Pearson Airport

The gentlemen that we had was not pleasant at all.

1

2 PROTECTED A
talking to us.

He also never smiled nor did he seem interested in actually

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64; rv:57.0) Gecko/20100101 Firefox/57.0 vnt1173121356

Payette, Ryan

From:
Sent: December 31, 2017 11:44 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: December

date_day: 23

date_year: 2017

time_hh:

time_mm:

location: YVR

1

being rude

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 7.0; SM-G950W Build/NRD90M) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/63.0.3239.111 Mobile Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: December 31, 2017 03:06 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address: .

city:

province state:

postal code:

country:

date_month: December

date_day: 30

date_year: 2017

time_hh:

time_mm

location: Toronto Pearson Aiport Terminal 3 custom check

asked me many questions with a rude tone, aggressive and invasive way that it is an interrogation rather than a normal check.

First one: 'how did you get this?' -

Second one: 'how come you get all these money for travel?'

Again, he looked at me with very judgmental eyes, 'looking down' attitude, and the impolite tone,

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/52.0.2743.116
Safari/537.36 Edge/15.15063 vnt1173121356

Payette, Ryan

From:
Sent: January 1, 2018 11:08 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 13:00

date_month: December

date_day: 31

date_year: 2017

time_hh:

time_mm:

location: Pearson International Airport

. She had her feet up on the desk, cross-legged, slouched on her chair, and she twirled her pink highlighter continuously to signal that people could keep going through. This is body-language/posturing that is unbecoming of the position. I could also tell that the mood was sour

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.84
Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: January 3, 2018 11:53 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 13:00

date_month: January

date_day: 03

date_year: -

time_hh: :

time_mm:

location: Vancouver Airport

feedback: Hello,

1

her arrogance

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.84
Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: January 4, 2018 01:35 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: j

first name

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 16:00

date_month: January

date_day: 03

date_year: -

time_hh:

time_mm:

location: pearson international airport

feedback:

1

discriminated against again at the border.

She blatantly lied via contradiction.

.....

Submit: Submit

Zeisel, Barb

From: RCMS-SGRR@cbsa-asfc.gc.ca
Sent: December 20, 2017 10:33 PM
To: CBSA-ASFC_Appeals-Appels; CBSA-ASFC_RCMS-SGRR
Subject: Online submission has been processed

Follow Up Flag: Follow up
Flag Status: Completed

RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

[Launch RCMS Enforcement](#)

Notification de **SGRR** Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous.

[Ouvrir SGRR Exécution de la loi](#)

fmrID: rcms2016c

date of action: 2017-12-10

client type: i

client first name:

client surname:

client address:

client city:

client country:

client province/state:

client postal/zip code:

client phone number:

client phone number type:

representation:

representative type:

detailsField: To Whom It May Concern:

to her duties

Officer further demonstrated her negligence

certificationField: yes

date submitted: 2017-12-20

language: english [language=1]

notarobot: 1

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.84 Safari/537.36 vnt1173121356

Payette, Ryan

From: CBSA-ASFC_Appeals-Appels
Sent: January 4, 2018 09:42 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: conduct

From: RCMS-SGRR@cbsa-asfc.gc.ca [<mailto:RCMS-SGRR@cbsa-asfc.gc.ca>] **Sent:** December 22, 2017 11:43 AM
To: CBSA-ASFC_Appeals-Appels; CBSA-ASFC_RCMS-SGRR
Subject: Online submission has been processed

RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

[Launch RCMS Enforcement](#)

Notification de **SGRR** Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous.

[Ouvrir SGRR Exécution de la loi](#)

fmrID: rcms2016c

1

date of action: 2017-12-21

date ttp action: 2017-12-22

client type:

client first name:

client surname:

client address:

client city:

client country:

client province/state:

client postal/zip code:

client phone number:

client phone number type:

detailsField:

officer was very discriminatory

certificationField: yes

date submitted: 2017-12-22

language: english [language=1]

notarobot: 1

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 11_1_2 like Mac OS X) AppleWebKit/604.3.5 (KHTML, like Gecko) Version/11.0 Mobile/15B202
Safari/604.1 vnt1173121356

Payette, Ryan

From: CBSA-ASFC_Appeals-Appels
Sent: January 4, 2018 12:36 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: conduct

From: RCMS-SGRR@cbsa-asfc.gc.ca [mailto:RCMS-SGRR@cbsa-asfc.gc.ca]
Sent: December 26, 2017 1:43 PM
To: CBSA-ASFC_Appeals-Appels; CBSA-ASFC_RCMS-SGRR
Subject: Online submission has been processed

RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

[Launch RCMS Enforcement](#)

Notification de **SGRR** Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous.

[Ouvrir SGRR Exécution de la loi](#)

fmrID: rcms2016c

date of action: 2017-11-25

client type: individual [appellantType=1]

client first name: .

client surname:

client address:

client city:

client country: (

client province/state: (

client postal/zip code:

client phone number:

client phone number type:

detailsField:

Agent was rude and completely incoherent when he was accusing me

agent was discriminating with no reasonable doubt and not justification by providing me with false information to which is a complete lack of professionalism by a Border agent.

certificationField: yes

date submitted: 2017-12-26

language: english [language=1]

notarobot: 1

Submit: Submit

Payette, Ryan

From:
Sent: January 4, 2018 01:32 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse: .

ville:

province etat:

code postal:

pays:

time_contact-hh: 17:00

date_jour: -

date_mois: -

date_annee: -

temp_mm: - mm -

retroaction: Bonjour,

J'ai été humilié comme un criminel, détenu sans motif et interrogé sans aucune considération pour ma personne.

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Linux; Android 4.4.4; Y635-L03 Build/HuaweiY635-L03) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/63.0.3239.111 Mobile Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: January 8, 2018 12:14 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address: 1

city:

province state:

postal code:

country: 1

time_contact-hh: 12:00

date_month: December

date_day: 16

date_year: 2017

time_hh: 1

time_mm:

location: NEXUS Toronto Pearson Terminal 1

1

the officer became extremely rude,
he constantly rolled his eyes at us, and
was very condescending. He had no patience

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.84
Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: January 9, 2018 10:07 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: ;

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country

time_contact-hh: 10:00

date_month: January

date_day: 04

date_year: -

time_hh:

time_mm

location: Pearson Airport YYZ

service provider: Canadian Border Services Agency

1

He was incredibly rude and confrontational to our family.

He got incredibly rude and told us not to argue and go and fill out the form. he did not want to answer. He just sent us away and told us to argue.

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.84
Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: January 10, 2018 01:43 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name:

phone number

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: January

date_day: 04

date_year: -

time_hh: :

time_mm:

location: CBSA Office 4971

she told me I was acting aggressively, that I looked like I was on drugs, and that I should be put in handcuffs.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64; rv:57.0) Gecko/20100101 Firefox/57.0 vnt1173121356

Payette, Ryan

From:
Sent: January 10, 2018 04:37 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmlID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays:

date_jour: 05

date_mois: janvier

date_annee: 2017

temp_hh:

temp_mm:

lieu: Aéroport Pierre Elliott Trudeau

retroaction:
r

1

2 PROTECTED A

raison. . et interrogés sans aucune
Il ya eu clairement abus de pouvoir.

attestation: yes

Submit: Soumettre

Mozilla/5.0 (iPad; CPU OS 9_3_5 like Mac OS X) AppleWebKit/601.1.46 (KHTML, like Gecko) Version/9.0 Mobile/13G36
Safari/601.1 vnt1173121356

Monday 18 December 2017

To Whom It May Concern:

DISRESPECT

DISRESPECT FOR THE PROPERTY OF OTHERS; ANTI-SEMITISM AND

RACISM ALIVE AND WELL AT TORONTO PEARSON AIRPORT, CANADA

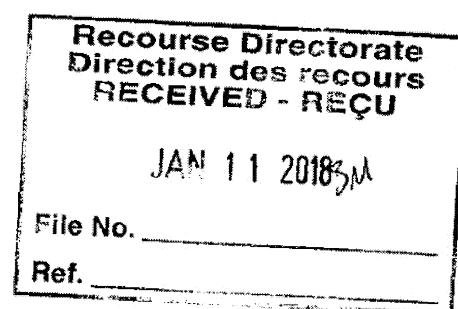
COMPLAINT AGAINST 'CANADA BORDER

pulled out a knife in a threatening manner against me.
stared at me and then thrust the knife into the cardboard box.

treated me with an anti-Jewish comment. An anti-semitic slur

No respect
property of others.
Racism.

No respect for the
No respect for the religion of others.



Payette, Ryan

From:
Sent: January 11, 2018 06:13 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 16:00

date_month: January

date_day: 10

date_year: -

time_hh:

time_mn

location: Pearson International Airport (YYZ)

he
proceeded to accuse me of not telling the truth.
He was combative and rude and his
attempts to intimidate and accusatory remarks were not appreciated or acceptable

officers have been intentionally trained to be rude. Abusive. Unfriendly.
Accusatory without any investigative, troubleshooting or interpersonal skills. Robotic and simply mean spirited without
merit.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.84
Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: January 12, 2018 12:48 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
identification:

confirm:

first_name:

family_name:

phone:

address:

city:

province_state: |

postal_zip: '

country: '

time_hh: 17

time_mm: 00

staff_contact: YVR CBS officers

date_month: January

date_day: 11

date_year: -

time_hh

time_mm

information: on

participation: on

protection: on

racially profiled by 3 officers who were white. Out of ALL the people in his flight and other flights, they pulled him aside because of his appearance. They also spoke to me in a very condescending way.

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 4.4.2; A1-840FHD Build/KOT49H) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/63.0.3239.111 Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: January 13, 2018 01:10 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: October

date_day: 04

date_year: 2017

time_hh: :

time_mm:

location: Montreal Customs

1

I noticed only people of different ethnicity were the only ones chosen to go through customs.

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 7.0; SM-G950W Build/NRD90M) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/63.0.3239.111 Mobile Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: January 13, 2018 08:10 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: January

date_day: 15

date_year: -

time_hh:

time_mrr

location: Pearson airport

1

he dismissed my concerns rudely.
the supervisor decided to further humiliate and verbally abuse me

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 7.0; LG-V522 Build/NRD90U) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/63.0.3239.111 Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: January 16, 2018 11:24 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: compliment

email2: .

first name:

family name:

phone number:

address

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: January

date_day: 02

date_year: 2017

time_hh: (

time_mm:

location: Pearson International Airport

feedback: January 17th, 2017

Recourse Directorate
Canada Border Services Agency Ottawa,
ON K1A 0L8

Dear Sir or Madam:

The officer told her she was a liar.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_13_1) AppleWebKit/604.3.5 (KHTML, like Gecko) Version/11.0.1
Safari/604.3.5 vnt1173121356

Payette, Ryan

From:
Sent: January 18, 2018 11:37 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays:

time_contact-hh: 10:00

date_jour: 17

date_mois: janvier

date_annee: 2017

temp_hh: :

temp_mrr

lieu: Montréal

retroaction: Précision :

1

Plainte : L'agente de l'ASFC nous menace

.....

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_13_2) AppleWebKit/604.4.7 (KHTML, like Gecko) Version/11.0.2
Safari/604.4.7 vnt1173121356

Payette, Ryan

From:
Sent: January 18, 2018 07:59 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city:

province state:

postal code

country:

time_contact-hh: 10:00

date_month: January

date_day: 16

date_year: -

time_hh: :

time_mm:

location: Toronto Pearson airport terminal 3

|

this officer who seems dose not know how to respect and deal with people in professional way and clearly have no experience.

exercising his power

certification: yes

Payette, Ryan

From:
Sent: January 19, 2018 06:22 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: January

date_day: 17

date_year: 2017

time_hh:

time_mm:

location: Yyz customs secondary

1

I was met with rudeness and un-profesionalism.

the agent
became very judgemental regarding my finances when I answered her questions,

She began repeatedly yelling
to the point that other passengers began staring at me.

It was very unprofesional.

certification: yes

Submit: Submit

Payette, Ryan

From:
Sent: January 21, 2018 04:07 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays:

time_contact-hh: 11:00

date_jour: 20

date_mois: janvier

date_annee: -

temp_hh: :

temp_mm:

lieu: Aeroport PET Montreal

1

retroaction:

très impolie par un jeune douanier
: aye toué, tu connais pas ça des stops!

, nous sommes fait apostrophés d'une manière
qui nous a crié

Ce jeune homme ne devrait pas travailler auprès du public et surtout, ne pas être en situation où il pourrait abuser de son pouvoir.

attestation: yes

Submit: Soumettre

Mozilla/5.0 (iPad; CPU OS 11_2_2 like Mac OS X) AppleWebKit/604.4.7 (KHTML, like Gecko) Version/11.0
Mobile/15C202 Safari/604.1 vnt1173121356

Payette, Ryan

From:
Sent: January 21, 2018 10:35 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: January

date_day: 19

date_year: -

time_hh:

time_mm

location: Toronto International Airport

1

feedback: Officer at the border
Airport in Mississauga Ontario,
accusing me to unethical behaviour.

at Toronto International

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 11_2_1 like Mac OS X) AppleWebKit/604.4.7 (KHTML, like Gecko) Version/11.0
Mobile/15C153 Safari/604.1 vnt1173121356

Mcphail, Marshall

From: '
Sent: January 25, 2018 02:02 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: January

date_day: 18

date_year: 2018

time_hh:

time_mm

location: YVR CUSTOMS ENTRY

1

2

PROTECTED A

criminal! I was treated like a

I totally feel discriminated

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.132
Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: January 28, 2018 10:27 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: |

first name:

family name:

phone number:

address

city:

province state:

postal code:

country:

time_contact-hh: 15:00

date_month: January

date_day: 19

date_year: 2018

time_hh:

time_mm

location: LESTER PEARSON AIRPORT T1, TORONTO AIRPORT

Rather than using common sense, they seemed entirely process-driven, following the results of whatever algorithm they use to stop travellers, and bent to using their uniforms to engage in the type of aggressive behaviour ;

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_13_1) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.132
Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: January 29, 2018 12:30 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 15:00

date_month: January

date_day: 26

date_year: 2018

time_hh

time_mr

location: Toronto Airport

feedback:

1

phone

was taken and she was treated like a criminal. 4

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Trident/7.0; rv:11.0) like Gecko vnt1173121356

Payette, Ryan

From:
Sent: January 29, 2018 10:55 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city:

province state: (

postal code: I

country:

time_contact-hh: 10:00

date_month: January

date_day: 27

date_year: 2018

time_hh:

time_mn

location: Pierre Elliott Trudeau Airport, Montreal

service provider: Customs agent

the frustration and hostility was totally uncalled for and totally inappropriate

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_9_5) AppleWebKit/601.7.8 (KHTML, like Gecko) Version/9.1.3
Safari/537.86.7 vnt1173121356

January 24, 2018

<p>Recourse Directorate Direction des recours RECEIVED - REÇU</p> <p>JAN 30 2018 <i>MR</i></p> <p>File No. _____ Ref. _____</p>
--

The young female agent whom I showed Passport, and declaration was negative toward me from the onset.

January 16, 2018

Payette, Ryan

From:
Sent: January 31, 2018 08:58 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: January

date_day: 31

date_year: 2018

time_hh:

time_mm

location: Toronto Airport arrivals

the customs agent was rude and disrespectful.

1

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 11_1_2 like Mac OS X) AppleWebKit/604.3.5 (KHTML, like Gecko) Version/11.0
Mobile/15B202 Safari/604.1 vnt1173121356

Payette, Ryan

From:
Sent: January 31, 2018 09:26 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 16:00

date_month: January

date_day: 18

date_year: 2018

time_hh: (

time_mm:

location: Vancouver International Airport

1

Upon arriving at the Vancouver airport the migration agents after waiting more than 6 hours and being with them, determined that my entry to Canada could not be accepted,

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_3_3 like Mac OS X) AppleWebKit/603.1.30 (KHTML, like Gecko)
CriOS/64.0.3282.112 Mobile/14G60 Safari/602.1 vnt1173121356

Payette, Ryan

From:
Sent: February 1, 2018 04:14 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: |

family name:

phone number:

address: |

city:

province state

postal code:

country:

time_contact-hh: 14:00

date_month: January

date_day: 30

date_year: 2018

time_hh: 2

time_mm:

location: Toronto Lester B. Pearson International Airport - Terminal III

interesting to observe this. I know it happens but this was the first time I felt truly profiled.

He starts asking me personal questions about my pictures and who took them

Payette, Ryan

From:
Sent: February 5, 2018 12:55 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: January

date_day: 28

date_year: 2018

time_hh:

time_mm

location: Toronto - Pearson Airport

1

Going through Canadian Customs I experienced a very rude female officer.

She proceeded to go through the case very aggressively.
she responded very rudely with "back off".

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.132
Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: February 5, 2018 07:27 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name:

phone number

address:

city:

province state

postal code:

country:

time_contact-hh: 17:00

date_month: January

date_day: 31

date_year: 2018

time_hh:

time_mm

location: Pearson International airport

feedback: To whom it may concern,

1

The officer was questioned

officer. He should not deserved an impolite comment from

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.132
Safari/537.36 vnt1173121356

Recourse Directorate Direction des recours RECEIVED - REÇU
FEV 06 2018 <i>ML</i>
File No. _____
Ref. _____

February 1, 2018

Recourse Directorate
Canada Border Services Agency
Ottawa, ON K1A 0L8

Complaint Against

CBSA Office: 4971

CBSA officer: I

Date: Friday December 8, 2017

Terminal 1/Toronto International Airport

To Whom It May Concern:

the encounter with Border Security

f
(
f
s
f
E
t
(

7

1

. She was intimidating and rude. 7

tone was authoritative and rude. He said, "Have a seat." His

She started asking me many, and I mean many questions in a very rude and intimidating manner.

The border security officer herself, acted like a terrorist. A mental terrorist who made me feel terrified and guilty for no reason. She crossed the line...

Payette, Ryan

From:
Sent: February 6, 2018 05:58 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: ^

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: February

date_day: 06

date_year: 2018

time_hh:

time_mm

location: YVR vancouver AIRPORT

service provider: Immigration office

1

He immediately shows a very rude attitude. '

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 7.1.1; F8132 Build/41.2.A.7.76) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/58.0.3029.83 Mobile Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: February 7, 2018 11:13 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name

phone number

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: November

date_day: 18

date_year: 2017

time_hh: :

time_mm

location: vancouver

He held me at customs for five hours. He was suspicious that I was '

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.132
Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: February 7, 2018 11:18 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: [REDACTED]

first name

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 15:00

date_month: December

date_day: 16

date_year: 2017

time_hh: :

time_mm

location: vancouver

1

I am not responding to questions unrelated to the
matter of searching my suitcases.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.132
Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: February 7, 2018 11:23 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number

address:

city:

province state:

postal code:

country: (

time_contact-hh: 15:00

date_month: December

date_day: 17

date_year: 2018

time_hh:

time_mmr

location: vancouver

She was interrogated for over five hours

a series of bizarre questions about her

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.132
Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: February 7, 2018 11:25 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 15:00

date_month: December

date_day: 17

date_year: 2017

time_hh:

time_mm

location: vancouver

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.132
Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: February 7, 2018 03:30 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: February

date_day: 05

date_year: 2018

time_hh:

time_mm

location: YVR-Vancouver

service provider: CBSA

1

feedback:

whatever we want” feeling,

had been given such a dismissive “its our right to do

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 11_2_2 like Mac OS X) AppleWebKit/604.4.7 (KHTML, like Gecko) Version/11.0
Mobile/15C202 Safari/604.1 vnt1173121356

Payette, Ryan

From:
Sent: February 7, 2018 04:45 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city:

province state: (

postal code:

country:

time_contact-hh: 17:00

date_month: February

date_day: 06

date_year: 2018

time_hh: (

time_mm

location: Toronto Pearson Airport

feedback: To whomever it may concern,

there was one remark or question that was extremely uncalled for

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.132
Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: February 9, 2018 11:10 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: comment

email2:

first name:

family name:

phone number:

address: :

city: |

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: February

date_day: 09

date_year: -

time_hh:

time_mmr

location: Toronto Pearson Airport (YYZ)

service provider: Canada Customs/Border Agency

was entering Canada, the way all the officers were treating him when they were going through every single stuff including his personal toiletries, underwear, etc. in his luggage. /

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/64.0.3282.140
Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: February 10, 2018 03:03 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: (

first name:

family name:

phone number:

address:

city

province state:

postal code

country:

time_contact-hh: 17:00

date_month: February

date_day: 08

date_year: 2018

time_hh:

time_mm

location: Vancouver International Airport Passanger Operation

When I went to the custom counter for check-in,
the attitude of the office was also unfriendly.

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 7.1.1; SM-N9500 Build/NMF26X) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/64.0.3282.137 Mobile Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: February 11, 2018 05:08 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name:

phone number:

address:

city:

province state:

postal code:

country

date_month: February

date_day: 06

date_year: 2018

time_hh: 2

time_mm:

location: Montreal International Airport

1

impolite and rude.

the officer was a bit

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 11_2_2 like Mac OS X) AppleWebKit/604.4.7 (KHTML, like Gecko) Version/11.0
Mobile/15C202 Safari/604.1 vnt1173121356

Payette, Ryan

From:
Sent: February 14, 2018 01:36 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country: (

date_month: February

date_day: 12

date_year: 2018

time_hh:

time_mm

location: Toronto Pearson

harassment by a person in a position of power.

random, unprovoked

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.132
Safari/537.36 vnt1173121356

Mcphail, Marshall

From:
Sent: February 16, 2018 05:50 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city: |

province state:

postal code

country:

time_contact-hh: 10:00

date_month: February

date_day: 10

date_year: 2018

time_hh: :

time_mm

location: Pearson Airport

feedback: Officer was so rude, and approached us very aggressively.

1

2

PROTECTED A

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 11_2_5 like Mac OS X) AppleWebKit/604.5.6 (KHTML, like Gecko) Version/11.0 Mobile/15D60
Safari/604.1 vnt1173121356

Mcphail, Marshall

From:
Sent: February 17, 2018 10:41 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmlID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Commentaire

courriel2:

prenom

nom de famille:

numero de telephone:

adresse: ‘

ville:

province etat: ‘

code postal:

pays:

date_jour: 06

date_mois: février

date_annee: 2018

temp_hh:

temp_mm

lieu: Aéroport Montréal Trudeau

retroaction: Madame / Monsieur,

présentées devant un agent qui s'est montré très méprisant, à la limite de la grossièreté.

1

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko vnt1173121356

Mcphail, Marshall

From:
Sent: February 17, 2018 07:42 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: February

date_day: 17

date_year: 2018

time_hh:

time_mr

location: Montreal Trudeau Airport

feedback: Dear Sir\Madam,

1

2

PROTECTED A

spoke to me rudely and
condescendingly because I had not understood the part of the form that deals with the value of goods purchased
outside of Canada

he responded rudely,

He then circled the top part of the form with an exaggerated flourish, telling me that if it wasn't
filled out correctly I wouldn't get my bag back.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_12_6) AppleWebKit/604.5.6 (KHTML, like Gecko) Version/11.0.3
Safari/604.5.6 vnt1173121356

Mcphail, Marshall

From:
Sent: February 19, 2018 11:44 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number

address:

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: February

date_day: 19

date_year: 2018

time_hh: (

time_mm

location: Pearson Airport Terminal 1

1

The second officer was very unpleasant and rude.

He then shoood us away.

Another customs officer yelled at the couple in a demeaning manner.

The next officer who engaged them was also disrespectful and rude. At no point an interpreter was offered or the officer spoke to the couple in a respectful manner.

This again, is racial profiling.

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 7.1.1; SM-N950W Build/NMF26X) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/63.0.3239.111 Mobile Safari/537.36 vnt1173121356

Payette, Ryan

From: CBSA-ASFC_Appeals-Appels
Sent: February 20, 2018 05:04 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FW: |
FYA-Complaint

From: RCMS-SGRR@cbsa-asfc.gc.ca [mailto:RCMS-SGRR@cbsa-asfc.gc.ca] **Sent:** February 10, 2018 1:35 PM
To: CBSA-ASFC_Appeals-Appels <Appeals-Appels@cbsa-asfc.gc.ca>; CBSA-ASFC_RCMS-SGRR <RCMS-SGRR@cbsaasfc.gc.ca>
Subject: Online submission has been processed

RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

[Launch RCMS Enforcement](#)

Notification de **SGRR** Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous. [Ouvrir](#)

[SGRR Exécution de la loi](#)

fmrlID: rcms2016c

date of action: 2018-01-13

1

client type:

client first name:

client surname:

client address:

client city:

client country:

client province/state:

client postal/zip code:

client phone number:

client phone number type:

detailsField:

retirer.

Le dernier douanier à être venu était agressif et avait la main sur son arme à feu comme prêt à la

certificationField: yes

date submitted: 2018-02-10

language: french [language=2]

notarobot: 1

Submit: Soumettre

Payette, Ryan

From:
Sent: February 21, 2018 06:55 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: |

family name:

phone number:

address:

city

province state:

postal code:

country: |

time_contact-hh: 11:00

date_month: February

date_day: 21

date_year: 2018

time_hh: 1

time_mm:

location: Montreal CBSA at the Pierre Elliot Trudeau Airport

1

did not

treat the people lining up waiting at CBSA with respect.

me with a bad attitude to “get in line and thats it”.

he would not let me finish my sentence and told

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 11_1_2 like Mac OS X) AppleWebKit/604.3.5 (KHTML, like Gecko) Version/11.0
Mobile/15B202 Safari/604.1 vnt1173121356

Payette, Ryan

From:
Sent: February 22, 2018 01:38 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: |

first name:

family name:

phone number

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: February

date_day: 21

date_year: 2018

time_hh:

time_mm

location: Toronto

That aside the point of the complaint is her presumption I was a d
your systems.

and I may now be profiled as such in

Payette, Ryan

From: CBSA-ASFC_Appeals-Appels
Sent: February 22, 2018 10:31 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Conduct, miss treated by BSO

From: RCMS-SGRR@cbsa-asfc.gc.ca [mailto:RCMS-SGRR@cbsa-asfc.gc.ca] **Sent:** February 15, 2018 12:09 PM
To: CBSA-ASFC_Appeals-Appels <Appeals-Appels@cbsa-asfc.gc.ca>; CBSA-ASFC_RCMS-SGRR <RCMS-SGRR@cbsaasfc.gc.ca>
Subject: Online submission has been processed

RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

[Launch RCMS Enforcement](#)

Notification de **SGRR** Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous.

[Ouvrir SGRR Exécution de la loi](#)

fmrID: rcms2016c

1

date of action: 2018-02-01

client type:

client first name:

client surname:

client address:

client city:

client country:

client province/state:

client postal/zip code:

client phone number:

client phone number type:

detailsField: to whom it may concern:

.
|
behaviour was very bad with me .

The officer

certificationField: yes

date submitted: 2018-02-15

language: english [language=1]

notarobot: 1

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/52.0.2743.116 Safari/537.36
Edge/15.15063 vnt1173121356

Payette, Ryan

From: CBSA-ASFC_Appeals-Appels
Sent: February 22, 2018 01:10 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Conduct, humiliated and miss treated

From: RCMS-SGRR@cbsa-asfc.gc.ca [mailto:RCMS-SGRR@cbsa-asfc.gc.ca] **Sent:** February 15, 2018 10:57 PM
To: CBSA-ASFC_Appeals-Appels <Appeals-Appels@cbsa-asfc.gc.ca>; CBSA-ASFC_RCMS-SGRR <RCMS-SGRR@cbsaasfc.gc.ca>
Subject: Online submission has been processed

RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

[Launch RCMS Enforcement](#)

Notification de **SGRR** Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous.

[Ouvrir SGRR Exécution de la loi](#)

fmrID: rcms2016c

date of action: 2018-02-14

client type:

client first name: |

client surname:

client address:

client city:

client country:

client province/state:

client postal/zip code:

client phone number:

client phone number type:

detailsField:

'
to being poorly and humiliatingly treated in the way I was treated.

make himself subject

certificationField: yes

date submitted: 2018-02-15

language: english [language=1]

notarobot: 1

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_13_3) AppleWebKit/604.5.6 (KHTML, like Gecko) Version/11.0.3 Safari/604.5.6 vnt1173121356

Payette, Ryan

From:
Sent: February 22, 2018 03:27 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
identification: victim

confirm:

first_name:

family_name:

phone: !

address:

city:

province_state:

postal_zip:

country: :

time_mm: - mm -

date_month: February

date_day: 21

date_year: -

time_mm2: - mm -

information: on

protection: on

location: Toronto

feedback: Dear Officer,

discrimination. I he said is so personal and he maybe was racial

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_13_2) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/66.0.3343.3
Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: February 26, 2018 01:36 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name

family name:

phone number

address:

city:

province state: /

postal code

country:

time_contact-hh: 10:00

date_month: February

date_day: 24

date_year: 2018

time_hh:

time_mm

location: Toronto Lester B. Pearson International Airport - Terminal III

He was rude & misbehave with us.

The officer harass me & bully me with his words. He was shouting & yelled at me in the presence of all other passenger. He was not ready to listen to me & even he was telling me “I am not in my right mind & he doesn’t want to talk to me”.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 11_2_5 like Mac OS X) AppleWebKit/604.5.6 (KHTML, like Gecko) Version/11.0
Mobile/15D60 Safari/604.1 vnt1173121356

Payette, Ryan

From:
Sent: February 26, 2018 06:05 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse: :

ville: l

province etat: :

code postal:

pays:

time_contact-hh: 13:00

date_jour: 26

date_mois: février

date_annee: 2018

temp_hh:

temp_mm

lieu: L'aéroport de Montréal Pierre Elliott Trudeau

l'agent frontalier me
parle avec un ton un peu agressif en me posent des questions comme la durer de mes vacances et Qu'est-ce que je fais
dans la vie,

racisme |

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/64.0.3282.167
Safari/537.36 vnt1173121356

Montréal, February 3, 2018

Recourse Directorate
Canada Border Services Agency
333 North River Road, Tower A - 11th floor
Ottawa, Ontario
k1A-0L8

Recourse Directorate Direction des recours RECEIVED - REÇU
FEV 12 2018 TB
File No. _____
Ref. _____

To whom it may concern,

The customs officer was very abusive :

Payette, Ryan

From:
Sent: February 28, 2018 04:26 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom: |

nom de famille:

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays:

time_contact-hh: 12:00

date_jour: 10

date_mois: février

date_annee: 2018

temp_hh: 1

temp_mm:

lieu: aeroport de montreal-trudeau

1

une amère sensation de profilage racial

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.132
Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: March 2, 2018 08:40 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state: l

postal code:

country:

time_contact-hh: 10:00

date_month: March

date_day: 02

date_year: 2018

time_hh: l

time_mm

location: Toronto

Canadian border control is engaged in racial profiling

1

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 11_2_1 like Mac OS X) AppleWebKit/604.4.7 (KHTML, like Gecko) Version/11.0
Mobile/15C153 Safari/604.1 vnt1173121356

Payette, Ryan

From:
Sent: March 5, 2018 08:36 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: New information received from claimant via email - OFFICER CONDUCT
Importance: High

-----Original Message-----

From:
Sent: March 5, 2018 8:09 AM
To: Bangs, Tracey <Tracey.Bangs@cbsa-asfc.gc.ca> **Subject:**
Re: Proper contact info

Hi Tracey ,

had a very derogatory attitude from the moment he attacked me in the baggage claim area then following me into secondary . He made anti Semitic remarks

> On Mar 5, 2018, at 7:42 AM, Bangs, Tracey <Tracey.Bangs@cbsa-asfc.gc.ca> wrote:

>

<

Payette, Ryan

From:
Sent: March 2, 2018 09:36 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name: .

family name: l

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: January

date_day: 30

date_year: 2018

time_mm: - mm -

location: Customs pearson

1

again i asked what we were doing in here told to GO IN THERE , when we got to a counter the attendant looked at our customs form and said oh the guy upstairs made a mistake, be on your way and i hope you make your connection.

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 7.1.1; SAMSUNG SM-T560NU Build/NMF26X) AppleWebKit/537.36 (KHTML, like Gecko)
SamsungBrowser/6.4 Chrome/56.0.2924.87 Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: March 3, 2018 11:31 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code

country:

time_contact-hh: 12:00

date_month: February

date_day: 12

date_year: 2018

time_hh:

time_mm

location: P.E. Trudeau International Airport, Montreal,

1

the counter. Officer told him it was "rude" of him to put the card like that on

In contrast, Officer was exceedingly polite to me,

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_12_6) AppleWebKit/604.3.5 (KHTML, like Gecko) Version/11.0.1
Safari/604.3.5 vnt1173121356

Payette, Ryan

From:
Sent: March 3, 2018 12:37 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country: l

time_contact-hh: 16:00

date_month: -

date_day: -

date_year: -

time_mm: - mm -

As I handed in the letter the officer started becoming aggressive saying, "you're a piece of work aren't ya?". After he left his booth, he began raising his voice and I believe that he also was pushing me with his hands around my arms and, as he was escorting me to the immigration inspection hall, started using foul language. Then, it seemed mostly for his amusement,

certification: yes

Submit: Submit

2018 January

Complaint

Recourse Directorate Direction des recours RECEIVED - REÇU MAR 05 2018 TB File No. _____ Ref. _____

Payette, Ryan

From:
Sent: March 5, 2018 04:10 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: March

date_day: 04

date_year: 2018

time_mm: - mm -

location: Toronto Pearson Airport

service provider: Canadian Border Services Agency

the agent was attempting to cover her ineptitude of border services policy by being overly antagonistic, authoritative, and impolite.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/64.0.3282.140
Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: March 5, 2018 05:03 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address

city:

province state:

postal code:

country

time_contact-hh: 10:00

date_month: March

date_day: 05

date_year: 2018

time_hh: :

time_mm

location: Dorval Airport

1

second agent spoke up telling her to get behind the line and "it's not there for nothing".
unnecessarily rude.

The
the agent was

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 7.1.1; SM-J320W8 Build/NMF26X) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/64.0.3282.137 Mobile Safari/537.36 vnt1173121356

Payette, Ryan

From: CBSA-ASFC_Appeals-Appels
Sent: March 7, 2018 12:47 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Officer conduct, rude and aggressive

From: RCMS-SGRR@cbsa-asfc.gc.ca [mailto:RCMS-SGRR@cbsa-asfc.gc.ca] **Sent:** March 3, 2018 6:26 PM
To: CBSA-ASFC_Appeals-Appels <Appeals-Appels@cbsa-asfc.gc.ca>; CBSA-ASFC_RCMS-SGRR <RCMS-SGRR@cbsaasfc.gc.ca>
Subject: Online submission has been processed

RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

[Launch RCMS Enforcement](#)

Notification de **SGRR** Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous.

[Ouvrir SGRR Exécution de la loi](#)

fmrID: rcms2016c

date of action: 2018-02-19

client type:

client first name:

client surname

client address:

client city:

client country:

client province/state:

client postal/zip code:

client phone number:

client phone number type:

detailsField:

Then another officer came and three of them started screaming at me that I was lying to them."

certificationField: yes

date submitted: 2018-03-03

language: english [language=1]

notarobot: 1

Submit: Submit

Payette, Ryan

From: CBSA-ASFC_Appeals-Appels
Sent: March 9, 2018 12:25 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Conduct, unprofessional breach of privacy

From: RCMS-SGRR@cbsa-asfc.gc.ca [mailto:RCMS-SGRR@cbsa-asfc.gc.ca] **Sent:** March 6, 2018 1:23 AM
To: CBSA-ASFC_Appeals-Appels <Appeals-Appels@cbsa-asfc.gc.ca>; CBSA-ASFC_RCMS-SGRR <RCMS-SGRR@cbsaasfc.gc.ca>
Subject: Online submission has been processed

RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

[Launch RCMS Enforcement](#)

Notification de **SGRR** Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous.

[Ouvrir SGRR Exécution de la loi](#)

fmrID: rcms2016c

date of action: 2017-12-08

date ttp action: 2018-01-02

client type:

client first name:

client surname:

client address:

client city:

client country:

client province/state: (

client postal/zip code

client phone number:

client phone number type:

detailsField:

1)Privacy

violation. The male officer inspected all my personal pictures and messages.

2)Intimidation. .

I was threatened by a

female officer that I'd be charged for smuggle,

3)Discrimination.

4)Human right. I was not allowed to go to washroom for hours.

5)Property right. The male officer threatened me that I must unlock my mobile phone and I didn't have the right to say no.

6)Disrespect.

7)Unprofessional.

certificationField: yes

date submitted: 2018-03-06

language: english [language=1]

notarobot: 1

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/64.0.3282.186 Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: March 10, 2018 08:49 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 16:00

date_month: July

date_day: 03

date_year: 2017

time_hh: 1

time_mm

location: YVR Airport

feedback:

for Privacy reasons i didnt feel comfortable telling him where i lived. i felt telling him which city i lived was sufficient enough. he asked me "pick up your stuff and follow me"
the tone of his voice was not friendly.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64; rv:57.0) Gecko/20100101 Firefox/57.0 vnt1173121356

Payette, Ryan

From:
Sent: March 12, 2018 03:21 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: (

phone number:

address

city:

province state:

postal code:

country:

date_month: March

date_day: 06

date_year: 2018

time_hh:

time_mm

location: Toronto Lester B. Pearson International Airport - Terminal I (4,971)

feedback: Hello.

Officers become extremely rude.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/64.0.3282.186
Safari/537.36 vnt1173121356

Payette, Ryan

From: Toutant, Joanne on behalf of Quebec Complaints / Plaines Québec (CBSA/ASFC)
Sent: March 13, 2018 08:55 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: TR: '

Veuillez SVP enregistrer cette plainte pour notre région.

Merci.

Joanne Toutant

Agente régionale de programmes, Division des Services corporatifs et des Programmes, Région du Québec
Agence des services frontaliers du Canada/Gouvernement du Canada
joanne.toutant@cbsa-asfc.gc.ca / Tél.: (514) 283-8700 poste 8005 / TTY: 866-335-3237

Joanne Toutant

Regional Program Officer, Corporate & Programs Services Division, Quebec Region
Canada Border Services Agency/Government of Canada
joanne.toutant@cbsa-asfc.gc.ca / Tel.: (514) 283-8700 ext. 8005 / TTY: 866-335-3237

De : Perreault, Karine

Envoyé : 13 mars, 2018 08:41

À : Quebec Complaints / Plaines Québec (CBSA/ASFC) <CBSA.QueComplaints-PlaintesQue.ASFC@cbsa-asfc.gc.ca>

Cc : Perreault, Karine <Karine.Perreault@cbsa-asfc.gc.ca> **Objet :** TR:

Bonjour,

Svp faire numéroter cette plainte.

Merci

Karine Perreault

Adjointe administrative, District des aéroports – Région du Québec Agence
des services frontaliers du Canada | Gouvernement du Canada
karine.perreault@cbsa-asfc.gc.ca | Tél: 514-633-7702 | ATS: 866-335-3237

Administrative Assistant, Airports District – Quebec Region Canada Border
Services Agency | Government of Canada karine.perreault@cbsa-asfc.gc.ca | Tel: 514-633-7702 | TTY: 866-335-3237

De : QUE-PET, Programmes

Envoyé : 13 mars, 2018 8:25

À : Perreault, Karine <Karine.Perreault@cbsa-asfc.gc.ca>

Objet : TR:

Allo Karine,

Une plainte à ouvrir.

Merci,

Catherine

Catherine Renaud

Agente régionale des programmes, Services opérationnels, Division des services corporatifs et des programmes, Région du Québec

Agence des services frontaliers du Canada / Gouvernement du Canada catherine.renaud@asfc.gc.ca

/ Tél.: 514-633-7815 / ATS: 866-335-3237

Regional Programs Officer, Operational Services, Corporate and Program Services Division, Quebec Region
Canada Border Services Agency / Government of Canada

catherine.renaud@asfc.gc.ca / Tel.: 514-633-7815 / TTY: 866-335-3237

De : YULClientele [<mailto:YULClientele@admtl.com>] **Envoyé**

: 12 mars, 2018 12:52

À : QUE-PET, Programmes <QUE-AeroportsDorval-Mirabel.Programmes@cbsa-asfc.gc.ca> **Objet**

: TR:

Bonjour,

Ceci est pour votre suivi.

Merci,

AÉROPORTS DE MONTRÉAL Stéphanie

Chéhadé

Agente, Relations clients

Officer, Customer Relations

800, place Leigh-Capreol, bureau 1000

Dorval (Québec) CANADA H4Y 0A5 WWW.ADMTL.COM

De : no-reply@admtl.com [<mailto:no-reply@admtl.com>]

Envoyé : 11 mars 2018 17:50

À : YULClientele <YULClientele@admtl.com> **Objet :**

Data from form "Commentaires" was received on March 11, 2018, 17:50.

Nature commentaire	Suggestion
Motif visite	

Services gouvernementaux	Canadian Customs and Immigration
Compagnie aerienne	
Numéro de vol	
Transporteur	
Acces et transports	
Stationnement	
Aerogare	
Resto et shopping	
Site web	0
Sujet	securite
Date evenement	2018-02-07
Civilité	
Nom	
Prénom	
Adresse	
Ville	
Province / État	
Code postal	
Pays	
Téléphone	
Courriel	
Commentaires	He kept showing his badge on his left shoulder and starting shouting he is the boss here.

Reponse requise	1
Langue	en
Adresse Ip	

Payette, Ryan

From: CBSA-ASFC_Appeals-Appels
Sent: March 14, 2018 01:21 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Conduct, hostile and aggressive

From: RCMS-SGRR@cbsa-asfc.gc.ca [mailto:RCMS-SGRR@cbsa-asfc.gc.ca] **Sent:** March 9, 2018 2:21 PM
To: CBSA-ASFC_Appeals-Appels <Appeals-Appels@cbsa-asfc.gc.ca>; CBSA-ASFC_RCMS-SGRR <RCMS-SGRR@cbsaasfc.gc.ca>
Subject: Online submission has been processed

RCMS Enforcement Notification

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[Launch RCMS Enforcement](#)

Notification de **SGRR** Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous.

[Ouvrir SGRR Exécution de la loi](#)

fmrID: rcms2016c

date of action: 2018-01-05

client type: |

client first name:

client surname:

client address:

client city:

client country:

client province/state:

client postal/zip code:

client phone number:

client phone number type:

detailsField: To whom it may concern,

He became very hostile and aggressive and repeatedly said you had multiple chances to declare your purchase and you didnt, so know you will pay for it in an aggressive and almost mocking manner.

certificationField: yes

date submitted: 2018-03-09

language: english [language=1]

notarobot: 1

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/58.0.3029.110 Safari/537.36
Edge/16.16299 vnt1173121356

Payette, Ryan

From:
Sent: March 14, 2018 03:12 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code: I

country:

time_contact-hh: 10:00

date_month: March

date_day: 12

date_year: 2018

time_hh:

time_mr

location: Pearson International Terminal 1

feedback:

1

an officer that was walking around he was extremely courteous and polite (a
pleasure to talk with, and his professionalism); he should be complimented for

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/64.0.3282.186
Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: March 15, 2018 01:08 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 14:00

date_month: February

date_day: 16

date_year: 2018

time_hh:

time_mm

location: Montreal Treadeau Airport

feedback:

1

d discrimination and she was very rude.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_3_1 like Mac OS X) AppleWebKit/603.1.30 (KHTML, like Gecko) Mobile/14E304
[FBAN/MessengerForiOS;FBAV/156.0.0.43.94;FBBV/95503188;FBDV/iPhone8,2;FBMD/iPhone;FBSN/iOS;FBSV/10.3.1;FB
SS/3;FBCR/Virgin;FBID/phone;FBLC/en_US;FBOP/5;FBRV/0] vnt1173121356

Mcphail, Marshall

From:
Sent: March 18, 2018 09:41 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city

province state:

postal code:

country

date_month: March

date_day: 18

date_year: 2018

time_hh: 1

time_mm:

location: Pearson airport , Toronto

feedback:
Complaint against agent

1

2

PROTECTED A

He was overbearing, argumentative, and spoke and acted in an intimidating and unkind manner for no reason. CBSA officer that was abrupt, discourteous, threatening, and unwilling to offer any information or demonstrate any consideration for the context and magnitude of this infraction. failed to talk in a courteous manner

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/64.0.3282.186
Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: March 20, 2018 04:48 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: March

date_day: 11

date_year: 2018

time_hh:

time_mm

location: yvr

feedback: Hello,

he never ever said
hello. He would simply waive at people to either come or stop. When you would go to him he would just point at what
you should do. A couple were shaking because he shouted at them so loudly to sit down.
It really really was rude and not a good impression
for anyone visiting.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/64.0.3282.186
Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: March 22, 2018 02:38 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: March

date_day: 20

date_year: 2018

time_hh: 1

time_mm:

location: YVR

1

feedback:

a booth that three (3) CBSA Officers were
talking to each other.
Officer ' did not greet me, instead, in a very bothered manner
asked me for my passport. He appeared annoyed that he had to put his conversation with his colleagues and attend to a
passenger, me.
Officer he asked me again in a very rude and short
manner. Officer then in a very rude manner with his face all frowned up,
Officer said,
"You can go."

certification: yes

Submit: Submit

Payette, Ryan

From:
Sent: March 24, 2018 07:53 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 15:00

date_month: March

date_day: 24

date_year: 2018

time_hh: :

time_mm

location: Montreal

feedback:

1

he gave us a very nasty attitude and at some point he said out loud in front of other travelers : I know for sure that you guys are guilty and hiding somethings.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 10_3_3 like Mac OS X) AppleWebKit/603.3.8 (KHTML, like Gecko) Version/10.0
Mobile/14G60 Safari/602.1 vnt1173121356

Payette, Ryan

From:
Sent: March 26, 2018 09:38 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays:

time_contact-hh: 09:00

date_jour: 24

date_mois: mars

date_annee: 2018

temp_hh:

temp_mm

lieu: Aéroport Pierre-Elliott Trudeau Dorval

retroaction:

est devenu agressif et provocateur.

provocatrice.

Son attitude était agressive et

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/65.0.3325.181
Safari/537.36 vnt1173121356

Mcphail, Marshall

From:
Sent: March 27, 2018 07:03 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: comment

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: March

date_day: 25

date_year: 2018

time_hh:

time_mm

location: Pearson, Lester B., Terminal No.1 Airport

1

2

PROTECTED A

service provider: Government of Canada

feedback:

open my phone

password

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_13_3) AppleWebKit/604.5.6 (KHTML, like Gecko) Version/11.0.3
Safari/604.5.6 vnt1173121356

Mcphail, Marshall

From:
Sent: March 27, 2018 07:49 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 14:00

date_month: March

date_day: 24

date_year: 2018

time_hh:

time_mn

location: YYZ

feedback:

1

2 PROTECTED A

He barley looked at me and said in a condescending manner, "You do not have your retinas scanned, you do not have nexus. Your son does not need to have them, but he can go through, but you cannot."

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_6) AppleWebKit/601.7.7 (KHTML, like Gecko) Version/9.1.2
Safari/601.7.7 vnt1173121356

Mcphail, Marshall

From:
Sent: March 29, 2018 06:42 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: March

date_day: 27

date_year: 2018

time_hh:

time_mm

location: YVR Airport

feedback:

1

2 PROTECTED A

During the secondary examination the officer took my phone for further examination.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_13_3) AppleWebKit/604.5.6 (KHTML, like Gecko) Version/11.0.3
Safari/604.5.6 vnt1173121356

Mcphail, Marshall

From:
Sent: April 1, 2018 02:33 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: comment

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: March

date_day: 21

date_year: 2018

time_hh:

time_mm

location: Yvr

feedback:

~

1

2

PROTECTED A

The female customs officer was also very rude to my friend

her behaviour extremely unprofessional.

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 11_2_6 like Mac OS X) AppleWebKit/604.1.34 (KHTML, like Gecko) CriOS/65.0.3325.152
Mobile/15D100 Safari/604.1 vnt1173121356

Mcphail, Marshall

From:
Sent: April 3, 2018 02:03 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state: I

postal code:

country:

time_contact-hh: 10:00

date_month: March

date_day: 10

date_year: 2018

time_hh:

time_mm

location: YVR

feedback:

1

2 PROTECTED A

He was rude and abusive.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/65.0.3325.181
Safari/537.36 vnt1173121356

Mcphail, Marshall

From:
Sent: April 3, 2018 04:29 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
identification: victim

confirm:

first_name:

family_name:

phone:

address:

city:

province_state:

postal_zip:

country:

time_mm: - mm -

date_month: April

date_day: 03

date_year: -

time_hh2:

time_mm2

information: on

protection: on

location: Pearson Airport spillover room ITD

feedback: officer
was rude and passive aggressive and spoke to me in a derogatory and humiliating manner as she mocked me

1

2

PROTECTED A

that he and his colleague were “team” and he kept speaking aggressively at me when I walked away.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 11_2_1 like Mac OS X) AppleWebKit/604.4.7 (KHTML, like Gecko) Version/11.0
Mobile/15C153 Safari/604.1 vnt1173121356

1

PROTECTED A

Mcphail, Marshall

From:
Sent: April 1, 2018 07:02 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: March

date_day: 28

date_year: 2018

time_hh: 1

time_mm

location: Pearson International Toronto ON (T1)

2

feedback:

PROTECTED A

Agent continued to insist on the incorrect procedure. After being
corrected as to procedure by Supervisor (I asked for a supervisor to intervene), Agent remained
unfamiliar with the procedure for processing

b. Was rude, using sarcastic/flippant phrase "good luck" when [incorrectly] instructing another agent regarding procedure.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/58.0.3029.110
Safari/537.36 Edge/16.16299 vnt1173121356

Mcphail, Marshall

From:
Sent: April 1, 2018 07:05 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: |

first name:

family name:

phone number:

address:

city: |

province state:

postal code: |

country:

time_contact-hh: 09:00

date_month: March

date_day: 28

date_year: 2018

time_hh: |

time_mm

location: Pearson International Toronto ON (T1)

feedback:

1

2

PROTECTED A

again. I am continuing to receive problematic treatment from , I ask for the supervisor
refuses my request.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/58.0.3029.110
Safari/537.36 Edge/16.16299 vnt1173121356

1

PROTECTED A

Mcphail, Marshall

From:
Sent: April 1, 2018 07:07 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: March

date_day: 28

date_year: 2018

time_hh: (

time_mm:

location: Pearson International Toronto ON (T1)

2
feedback:

PROTECTED A

This "diligent agent" did not know procedure or the law. From the first statement made ("you have to go to cargo [commercial]" (and the snarky, unnecessary "good luck" remark), he made multiple errors that resulted in unnecessary delays which not only inconvenienced the travelers and wasted resources (and will continue to waste them as the complaint is dealt with and the refund processed), but was inhumane

certification: yes

3

PROTECTED A

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/58.0.3029.110
Safari/537.36 Edge/16.16299 vnt1173121356

Mcphail, Marshall

From: Montpellier, Manon on behalf of Quebec Complaints / Plaines Québec (CBSA/ASFC)
Sent: April 4, 2018 01:14 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Cc: Quebec Complaints / Plaines Québec (CBSA/ASFC)
Subject:

Bonjour svp enregistrer cette plainte pour notre région.

Merci

Manon Montpellier

Agente régionale des programmes, Division des services corporatifs et des programmes, Région du Québec
Coordonnatrice régionale – plaintes
Agence des services frontaliers du Canada | Gouvernement du Canada manon.montpellier@cbsa-asfc.gc.ca
| Tél: 514-283-8700 x 6016 | ATS : 866-335-3237

Regional Program Officer, Corporate and Program Services Division
Regional Coordinator – complaints
Canada Border Services Agency | Government of Canada manon.montpellier@cbsa-asfc.gc.ca
| Tel: 514-283-8700 x 6016 | TTY : 866-335-3237

De : Perreault, Karine

Envoyé : 4 avril, 2018 11:47

À : Quebec Complaints / Plaines Québec (CBSA/ASFC) <CBSA.QueComplaints-PlaintesQue.ASFC@cbsa-asfc.gc.ca>

Cc : Perreault, Karine <Karine.Perreault@cbsa-asfc.gc.ca> **Objet :** TR:

Bonjour,

Svp faire numéroter cette plainte.

Merci

Karine Perreault

Adjointe administrative, District des aéroports – Région du Québec Agence
des services frontaliers du Canada | Gouvernement du Canada
karine.perreault@cbsa-asfc.gc.ca | Tél: 514-633-7702 | ATS: 866-335-3237

Administrative Assistant, Airports District – Quebec Region Canada Border
Services Agency | Government of Canada [karine.perreault@cbsa-](mailto:karine.perreault@cbsa-asfc.gc.ca)
asfc.gc.ca | Tel: 514-633-7702 | TTY: 866-335-3237

De : QUE-PET, Programmes **Envoyé**
: 4 avril, 2018 8:22

2

PROTECTED A

À : Perreault, Karine <Karine.Perreault@cbsa-asfc.gc.ca> **Objet**
: TR:

Allo Karine,
Une plainte à ouvrir.

Merci,

Catherine

Catherine Renaud

Agente régionale des programmes, Services opérationnels, Division des services corporatifs et des programmes, Région
du Québec
Agence des services frontaliers du Canada / Gouvernement du Canada catherine.renaud@asfc.gc.ca
/ Tél.: 514-633-7815 / ATS: 866-335-3237

Regional Programs Officer, Operational Services, Corporate and Program Services Division, Quebec Region
Canada Border Services Agency / Government of Canada
catherine.renaud@asfc.gc.ca / Tel.: 514-633-7815 / TTY: 866-335-3237

De : YULClientele [<mailto:YULClientele@admtl.com>]

Envoyé : 3 avril, 2018 10:04

À : QUE-PET, Programmes <QUE-AeroportsDorval-Mirabel.Programmes@cbsa-asfc.gc.ca> **Objet**
: TR:

Bonjour,

Ceci est pour votre suivi.

Merci

AÉROPORTS DE MONTRÉAL Stéphanie
Chéhadé
Agente, Relations clients
Officer, Customer Relations

800, place Leigh-Capreol, bureau 1000
Dorval (Québec) CANADA H4Y 0A5 WWW.ADMTL.COM

De : no-reply@admtl.com [<mailto:no-reply@admtl.com>]

Envoyé : 31 mars 2018 00:49

À : YULClientele <YULClientele@admtl.com> **Objet**
: '

Data from form "Commentaires" was received on March 31, 2018, 0:48.

Nature commentaire	Other
-----------------------	-------

3

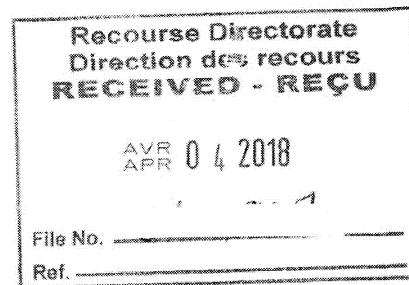
PROTECTED A

Motif visite	Other
Services gouvernementaux	
Compagnie aerienn	
Numéro de vol	
Transporteur	
Acces et transports	
Stationnement	
Aerogare	
Resto et shopping	
Site web	0
Sujet	serviceclientelecourtoisie
Date evenement	2018-03-30
Civilité	0
Nom	
Prénom	
Adresse	
Ville	
Province / État	
Code postal	
Pays	
Téléphone	
Courriel	
Commentaires	<p>he staff who was at the far left side tore the copy of her visa and threw away her boarding pass.</p>
Reponse requise	l
Langue	en
Adresse Ip	

1

PROTECTED A

March 27 , 2018



Jeffrey Strickland

Senior Program Advisor

Recourse Directorate

Dear Mr.Strickland

1-The officers are offensive , impolite and churlish

Ellis, Jeff

From:
Sent: April 6, 2018 01:43 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: [REDACTED]

family name:

phone number:

address: [REDACTED]

city: [REDACTED]

province state:

postal code:

country:

time_contact-hh: 14:00

date_month: April

date_day: 05

date_year: 2018

time_hh: [REDACTED]

time_mm

location: Toronto Airport

service provider: CBSA

1

2 PROTECTED A feedback:

an officer was dealing with us,

he bullied myself and accused me of lying.

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 7.1.1; Moto Z2 Play Build/NPSS26.118-19-22) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/65.0.3325.109 Mobile Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: April 7, 2018 05:25 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: ;

first name

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 14:00

date_month: April

date_day: 07

date_year: 2018

time_hh: ;

time_mm

location: Toronto Lester B. Pearson International Airport - Terminal I

feedback:
and contempt of one of your officers.

the rudeness

1

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64; rv:59.0) Gecko/20100101 Firefox/59.0 vnt1173121356

Payette, Ryan

From:
Sent: April 8, 2018 05:04 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
Categories: Green Category
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: _

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: April

date_day: 08

date_year: 2018

time_hh: 1

time_mm: - mm -

location: Person Airport

service provider: Customs

feedback: `

he should not let this out in such a rude way. He is the rudest person

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_10_5) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/65.0.3325.181
Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: April 9, 2018 12:16 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country: (

time_contact-hh: 11:00

date_month: April

date_day: 08

date_year: 2018

time_hh:

time_mm

location: Toronto

service provider: Customs Officer

1

feedback:

He then yelled at me to come back gives me my form back and says, you are going that way pointing to detailed customs.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 11_3 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Mobile/15E216
vnt1173121356

Recourse Directorate Direction des recours RECEIVED - REÇU	
AVR APR	06 2018 TB
File No.	_____
Ref.	_____

March 22, 2018

Recourse Directorate
Canada Border Services Agency
Ottawa, Ontario Canada K1A 0L8

Dear Sir/Madame:

Officer

exhibited completely inappropriate conduct,

1) Unprofessional Actions, Intimidating Statements - Breach of CBSA Code of Conduct and CBSA Policies

Officer verbally assaultive,
intimidating, unreasonable, and a total abuse of power by a Federal Peace Officer.

This demeanor of Officer [REDACTED] is completely unprofessional and borders on harassment.

2) Unlawful Seizure Action, Unlawful Forced Payment

Mcphail, Marshall

From:
Sent: April 12, 2018 09:24 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: April

date_day: 11

date_year: 2018

time_hh:

time_mm

location: Toronto Lester B. Pearson Airport - Terminal III

feedback: Hello,

1

2

PROTECTED A

At the self check out declaration machines we witnessed extremely frustrated and impatient lady agent arguing with older couple '

where another male agent was not helpful at all by telling another couple and I quote: " DOES THIS LOOK LIKE A CUSTOM RECEIPT TO YOU?" He could just tried and explain and not hold the line of customers who been on the plane for hours...

Very dissappointed and ashamed with our CUSTOM agents being so rude.

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 7.0; SAMSUNG SM-G930W8 Build/NRD90M) AppleWebKit/537.36 (KHTML, like Gecko) SamsungBrowser/6.4 Chrome/56.0.2924.87 Mobile Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: April 13, 2018 01:28 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: |

phone number:

address:

city: |

province state: |

postal code:

country: |

time_contact-hh: 14:00

date_month: April

date_day: 11

date_year: 2018

time_hh: |

time_mm

location: Port YYZ

service provider:

feedback: Incident occurred at Commercial good desk

- April 11, 2018

Her humiliating overtone language

her tone was once again to humiliate.

her demeaning and overpowering

command was very disturbing.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/65.0.3325.181
Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: April 13, 2018 03:21 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: April

date_day: 12

date_year: 2018

time_hh: 1

time_mm:

location: Pearson Airport

1

feedback:

the Agent

asked us rudely with an obviously bad mood why we didn't use the machines before coming to his desk.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/65.0.3325.181
Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: April 13, 2018 07:46 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: April

date_day: 13

date_year: 2018

time_hh: :

time_mm:

location: Toronto Pearson International Airport T1

service provider:

1

feedback:
officer.

was ridiculed and humiliated by a CBSA

She said, "where is your slip"
it, what do you think those machines out there are for ?!?"

She then said "that's not

she

continued to speak to me in an unacceptably ignorant tone and volume.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 11_3 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/11.0
Mobile/15E148 Safari/604.1 vnt1173121356

Payette, Ryan

From:
Sent: April 13, 2018 09:50 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 14:00

date_month: April

date_day: 13

date_year: 2018

time_hh:

time_mm

location: Terminal 3, secondary inspection

feedback:
humiliated by an employee of CBSA.

unfairly and unjustly singled out and

1

His intent was to waste my time and humiliate me as much as possible.

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_12_0) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/65.0.3325.181
Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: April 15, 2018 09:56 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name

phone number:

address:

city:

province state:

postal code

country:

time_contact-hh: 13:00

date_month: April

date_day: 14

date_year: 2018

time_hh:

time_mm

location: Toronto Pearson Airport (Mississauga)

service provider: I

1

feedback:
.

airport was not just unprofessional, but

the CBSA officer at the
she was also rude in her treatment

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/65.0.3325.181
Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: April 16, 2018 01:03 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city

province state:

postal code

country:

date_month: April

date_day: 07

date_year: 2018

time_hh: 1

time_mm:

location: Lester B.Pearson International Airport, terminal 3

feedback:

1

DISCRIMINATION.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 11_2_6 like Mac OS X) AppleWebKit/604.5.6 (KHTML, like Gecko) Version/11.0
Mobile/15D100 Safari/604.1 vnt1173121356

Payette, Ryan

From:
Sent: April 16, 2018 07:59 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name: .

family name:

phone number: .

address: .

city:

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: April

date_day: 16

date_year: 2018

time_hh:

time_mm

location: Toronto airport

feedback: female customs agent was looking at passports and waving people through. She very rudely stopped everyone of color and didn't even look at the passport and information, but waved them to an officer. It was overt and rude racial profiling

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 11_2_5 like Mac OS X) AppleWebKit/604.1.34 (KHTML, like Gecko)
CriOS/65.0.3325.152 Mobile/15D60 Safari/604.1 vnt1173121356

Payette, Ryan

From:
Sent: April 19, 2018 01:35 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse:

ville:

province etat: (

code postal:

pays:

time_contact-hh: 16:00

date_jour: 18

date_mois: avril

date_annee: 2018

temp_hh:

temp_mm

lieu: Aéroport Pierre Elliott Trudeau

retroaction: Fouilles abusive sans aucun motif valable

1

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Linux; Android 8.1.0; Pixel 2 Build/OPM2.171019.029) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/65.0.3325.109 Mobile Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: April 19, 2018 03:40 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address

city:

province state:

postal code:

country:

time_contact-hh: 13:00

date_month: April

date_day: 18

date_year: 2018

time_hh:

time_mm

location: Toronto International Airport

service provider:

feedback: Hi

This was completely unprofessional and unclear situation.
discrimination

some kind of

Mcphail, Marshall

From:
Sent: April 20, 2018 01:15 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: |

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

date_month: January

date_day: 21

date_year: 2018

time_hh: 1

time_mm:

location: yvr

feedback:

1

2

PROTECTED A

The first female cbsa officer that I interacted with, remained calm, professional

approached me in an extremely hostile and aggressive manner. he escalated rather than de-escalated the situation. He was rude, confrontational and unprofessional!

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/65.0.3325.181
Safari/537.36 vnt1173121356

Mcphail, Marshall

From: -
Sent: April 20, 2018 08:57 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name: .

family name:

phone number: !

address

city:

province state:

postal code:

country: .

time_contact-hh: 17:00

date_month: April

date_day: 20

date_year: 2018

time_hh:

time_mm

location: Montreal Airport

feedback

1

2

PROTECTED A

accused of lying to the border officer (agent

a completely disrespectful and professional encounter with agent
was funny to laugh in our faces and make rude comments

She thought it

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 8.0.0; SM-G955W Build/R16NW) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/65.0.3325.109 Mobile Safari/537.36 vnt1173121356

Mcphail, Marshall

From:
Sent: April 21, 2018 04:53 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: comment

email2: |

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: April

date_day: 14

date_year: 2018

time_hh:

time_mm

location: Vancouver Airport border

service provider:

1

2 PROTECTED A feedback

The immigration official in the Nexus lane was absolutely infuriated by this gentleman not understanding the way he should be holding a piece of paper with some numbers on it. He grabbed the paper out of the gentleman's hands and yelled at him , "hold it this way!". He was really in a rage. This was clearly discriminatory treatment because the immigration official treated me with over the top courtesy.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/58.0.3029.110
Safari/537.36 Edge/16.16299 vnt1173121356

Payette, Ryan

From:
Sent: April 22, 2018 12:29 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 13:00

date_month: April

date_day: 22

date_year: 2018

time_hh: :

time_mm

location: Pearson, terminal 3, secondary

1

feedback:

was greeted by the agent with "how did you get roped into this" and "there are too many dogs in the city. I can't take my dogs to the park without stepping in dog shit".

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/65.0.3325.181
Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: April 23, 2018 05:25 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: April

date_day: 20

date_year: 2018

time_hh: :

time_mm

location: YVR

service provider: Border Agents

feedback: (

the officers on
many occasions rudely telling people to 'sit down and shut up'. Or yelling at people to the point where they cry.

Payette, Ryan

From:
Sent: April 23, 2018 05:32 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: .

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

date_month: April

date_day: 23

date_year: 2018

time_hh: 1

time_mm:

location: YYZ Terminal 1 Arrivals level

service provider: CBSA Office

feedback:

1

Officer I

refused to stamp the form and instead rudely threw it back

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_13_4) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/11.1
Safari/605.1.15 vnt1173121356

Payette, Ryan

From:
Sent: April 24, 2018 09:48 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: I

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: April

date_day: 07

date_year: 2018

time_hh: :

time_mm

location: Toronto Pearson International Airport

tracking form cargo number: /

service provider: /

feedback: Dear Canadian Border Service Agency!

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_13_3) AppleWebKit/604.5.6 (KHTML, like Gecko) Version/11.0.3
Safari/604.5.6 vnt1173121356

1

PROTECTED A

Mcphail, Marshall

From:
Sent: April 26, 2018 10:03 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

date_month: March

date_day: 29

date_year: 2018

time_hh: 1

time_mm:

location: Montreal International Airport

feedback:

2

UNNECESSARY detainment, and completely UNACCEPTABLE behavior and treatment

PROTECTED A

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/66.0.3359.117
Safari/537.36 vnt1173121356

Payette, Ryan

From: Son, Kyung-Ok
Sent: April 27, 2018 09:49 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FW: Online submission has been processed
For your review,

Kyung-Ok Son (Lynn)
343-291-7046

From: RCMS-SGRR@cbsa-asfc.gc.ca [mailto:RCMS-SGRR@cbsa-asfc.gc.ca] **Sent:** April 19, 2018 8:23 AM
To: CBSA-ASFC_Appeals-Appels <Appeals-Appels@cbsa-asfc.gc.ca>; CBSA-ASFC_RCMS-SGRR <RCMS-SGRR@cbsaasfc.gc.ca>
Subject: Online submission has been processed

RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

[Launch RCMS Enforcement](#)

Notification de **SGRR** Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous. [Ouvrir](#)

[SGRR Exécution de la loi](#)

fmrID: rcms2016c

date of action: 2018-04-17

client type:

client first name:

client surname:

client address:

client city:

client country:

client province/state:

client postal/zip code:

client phone number:

client phone number type:

detailsField:

m'a traité comme un animal sans une considération quelconque. : agent frontalier qui

certificationField: yes

date submitted: 2018-04-19

language: french [language=2]

notarobot: 1

Submit: Soumettre

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_13_4) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/65.0.3325.181 Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: April 28, 2018 10:04 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: :

first name:

family name:

phone number:

address:

city:

province state

postal code: :

country:

time_contact-hh: 10:00

date_month: April

date_day: 20

date_year: 2018

time_hh: :

time_mm:

location: Immigration Vancouver Airport

feedback: Dear CBSA,

She then grew extremely angry and berated me

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/65.0.3325.181
Safari/537.36 vnt1173121356

Payette, Ryan

From: ~
Sent: April 28, 2018 09:20 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city: (

province state:

postal code:

country:

time_contact-hh: 09:00

date_month: April

date_day: 28

date_year: 2018

time_hh:

time_mm

location: Toronto

feedback: The border guard that

was one of the rudest individuals

1

have never been yelled at and belittled for simply folding up a customs form l

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 11_3 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/11.0
Mobile/15E148 Safari/604.1 vnt1173121356

Payette, Ryan

From: CBSA-ASFC_CONTACT
Sent: April 30, 2018 11:31 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FW: :

Good morning Complaints Unit,

Client complaint for your action please. We will close this transaction on our end.

Thank you,

Richard Thurston

Technical Advisor, Border Information Services and Contact Us Canada
Border Services Agency / Government of Canada
richard.thurston@cbsa-asfc.gc.ca / Tel 1-204-983-3413 / TTY: 866-335-3237

Conseiller Technique, Service d'information sur la frontière et Contactez-nous Agence
des services frontaliers du Canada / Gouvernement du Canada
richard.thurston@cbsa-asfc.gc.ca / Tél 1-204-983-3413 / ATS: 866-335-3237

From: /
April 28, 2018 2:45 PM
To: contact@cbsa.gc.ca
Subject:

Sent:

she makes an action of mocking

Payette, Ryan

From:
Sent: May 1, 2018 12:48 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state: |

postal code:

country:

time_contact-hh: 09:00

date_month: April

date_day: 30

date_year: 2018

time_hh:

time_mm

location: Toronto Pearson Airport

1

feedback:

a officer

who was the rudest

certification: yes

Submit: Submit

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_10_5) AppleWebKit/603.3.8 (KHTML, like Gecko) Version/10.1.2
Safari/603.3.8 vnt1173121356

Payette, Ryan

From:
Sent: May 1, 2018 01:22 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 13:00

date_month: November

date_day: 09

date_year: 2017

time_hh: :

time_mm

location: Toronto Lester B. Pearson International Airport - Terminal I

feedback: CBSA Officer

1. Abuse public power
2. Human rights violations
3. Robbed and withheld my goods.
4. (CBSA) poor management

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 5.1) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/49.0.2623.112 Safari/537.36
vnt1173121356

Payette, Ryan

From: CBSA-ASFC_Appeals-Appels
Sent: May 1, 2018 01:35 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FW: Online submission has been processed
Conduct, miss treated

From: RCMS-SGRR@cbsa-asfc.gc.ca [mailto:RCMS-SGRR@cbsa-asfc.gc.ca] **Sent:** April 24, 2018 8:20 PM
To: CBSA-ASFC_Appeals-Appels <Appeals-Appels@cbsa-asfc.gc.ca>; CBSA-ASFC_RCMS-SGRR <RCMS-SGRR@cbsaasfc.gc.ca>
Subject: Online submission has been processed

RCMS Enforcement Notification

A new Online Submission has been added to RCMS Enforcement.

The appeal details are attached below.

[Launch RCMS Enforcement](#)

Notification de **SGRR** Exécution de la loi

Une nouvelle soumission électronique a été ajoutée au SGRR Exécution de la loi.

Les détails de l'appel sont inclus ci-dessous.

[Ouvrir SGRR Exécution de la loi](#)

fmrID: rcms2016c

date of action: 2018-02-06

client type:

client first name:

client surname:

client address:

client city:

client country:

client province/state:

client postal/zip code:

client phone number:

client phone number type:

detailsField:

Officer and Officer were both very helpful and professional.

To summarize I feel that my rights as a Canadian citizen were violated because;

Payette, Ryan

From:
Sent: May 2, 2018 05:09 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code

country:

time_contact-hh: 11:00

date_month: April

date_day: 15

date_year: 2018

time_hh:

time_mrr

location: Toronto

Payette, Ryan

From:
Sent: May 4, 2018 04:22 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state: l

postal code

country:

time_contact-hh: 12:00

date_month: May

date_day: 03

date_year: 2018

time_hh:

time_mrr

location: YVR

feedback: Dear CBSA,

She was dismissive, unclear in her instruction, and did not bother to make herself clear after I asked.

One of the Canadian border men, then shouted at me: “hey you need to fix that!”

His tone was condescending and rude, and he did not offer any help

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 11_3 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/11.0
Mobile/15E148 Safari/604.1 vnt1173121356

Payette, Ryan

From:
Sent: May 4, 2018 10:36 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

date_month: April

date_day: 23

date_year: 2018

time_hh: 1

time_mm:

location: Toronto Pearson Airport

feedback:

He

immediately accused me of trying to butt in line and very belligerently told me to get in line.

1

Once again he acted very

belligerently and spoke extremely offensively, telling me, quote, " you don't listen" and "you're not a very good listener, are you? ". Then he verbally attacked me

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 9_3_5 like Mac OS X) AppleWebKit/601.1.46 (KHTML, like Gecko) Version/9.0 Mobile/13G36
Safari/601.1 vnt1173121356

Payette, Ryan

From:
Sent: May 5, 2018 01:13 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 13:00

date_month: May

date_day: 04

date_year: 2018

time_hh:

time_mm

location: Toronto Pearson Airport Arrivals

feedback:

the staff member was

1

asking me these detailed questions and her response was "Because I can",

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 4.4.4; SAMSUNG SM-J110H Build/KTU84P) AppleWebKit/537.36 (KHTML, like Gecko)
SamsungBrowser/2.0 Chrome/34.0.1847.76 Mobile Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: May 7, 2018 04:28 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: April

date_day: 29

date_year: 2018

time_hh:

time_mm

location: YVR AIRPORT

service provider: '

1

feedback:

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko vnt1173121356

Payette, Ryan

From:
Sent: May 10, 2018 08:35 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille: /

numero de telephone:

adresse:

ville:

province etat:

code postal:

pays:

time_contact-hh: 10:00

date_jour: 07

date_mois: mai

date_annee: 2018

temp_hh: 1

temp_mm:

lieu: Aéroport Trudeau

retroaction: Objet:

En date du 7 mai 2018,

En raison des faits suivants :

,

,

l'attitude du douanier est devenue irrespectueuse et humiliante.

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_13_4) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/66.0.3359.117
Safari/537.36 vnt1173121356

Mcphail, Marshall

From:
Sent: May 11, 2018 03:36 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 11:00

date_month: May

date_day: 11

date_year: 2018

time_hh: :

time_mm

location: Terminal 3 exit gate

1

2 PROTECTED A feedback:

Officer

was very rude

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 11_3 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/11.0
Mobile/15E148 Safari/604.1 vnt1173121356

Mcphail, Marshall

From:
Sent: May 12, 2018 11:34 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city

province state:

postal code:

country:

date_month: May

date_day: 11

date_year: 2018

time_hh: 1

time_mm:

location: Toronto International Airport

feedback: . was asking me all kind
of questions

1

2 PROTECTED A

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 11_3 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/11.0
Mobile/15E148 Safari/604.1 vnt1173121356

Payette, Ryan

From:
Sent: May 16, 2018 01:08 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: May

date_day: 15

date_year: 2018

time_hh:

time_mm

location: Toronto Pearson Airport Terminal 3

feedback: ,

;

1

he got mad

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/66.0.3359.139
Safari/537.36 vnt1173121356

Ellis, Jeff

From:
Sent: May 18, 2018 07:44 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

date_month: May

date_day: 17

date_year: 2018

time_hh: :

time_mm

location: MONTREAL-PIERRE ELLIOTT TRUDEAU INTERNATIONAL AIRPORT (396)

feedback: Hello,

1

2

PROTECTED A

he at first ignored my question completely

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/66.0.3359.181
Safari/537.36 vnt1173121356

Ellis, Jeff

From:
Sent: May 18, 2018 11:03 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name: !

family name:

phone number: !

address:

city:

province state:

postal code:

country:

date_month: May

date_day: 17

date_year: 2018

time_hh: !

time_mm

location: YVR international departure gate

feedback:

1

2

PROTECTED A

Some agents were unprofessional.

Your agents abused their power.

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 7.0; SM-G930W8 Build/NRD90M) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/66.0.3359.158 Mobile Safari/537.36 vnt1173121356

Ellis, Jeff

From:
Sent: May 21, 2018 02:20 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: April

date_day: 15

date_year: 2018

time_hh: (

time_mm:

location: Vancouver International Airport

feedback: Good day:

1

2

PROTECTED A

I was questioned

I asked "what happens if I miss my flight", the answer was " you take the next flight". Pretty cold response, right?

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/66.0.3359.181
Safari/537.36 vnt1173121356

1

PROTECTED A

Son, Kyung-Ok

From:
Sent: May 22, 2018 09:52 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form feedback type: complaint

email2: first name:

family name: phone number:

address:

city: province state:

postal code: country: time_contact-

hh: 09:00 date_month: May date_day: 19 date_year:

2018 time_hh: time_mm: location: Montréal-

Trudeau airport

feedback:

1

1

2 PROTECTED A

barked out, "did I tell you to go there?!"

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/66.0.3359.139 Safari/537.36
vnt1173121356

1

PROTECTED A

Son, Kyung-Ok

From:
Sent: May 22, 2018 12:35 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--. sujet: Formulaire de rétroaction type de

retroaction: Plainte courriel2: : prenom: nom de famille: numero de telephone:

adresse: ville: province etat: code postal: pays:

time_contact-hh: 10:00 date_jour: 20 date_mois: mai date_annee: 2018 temp_hh: temp_mm: : lieu:

Montreal Trudeau

retroaction:

1

1

2 PROTECTED A
soit toujours les mêmes questions

Il y a toujours un agent qui m'attend et pose des questions gênantes

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 10.0; Win64; x64; rv:59.0) Gecko/20100101 Firefox/59.0 vnt1173121356

Payette, Ryan

From: Toutant, Joanne on behalf of Quebec Complaints / Plaintes Québec (CBSA/ASFC)
Sent: May 23, 2018 06:38 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Cc: Quebec Complaints / Plaintes Québec (CBSA/ASFC)
Subject: TR:
Bonjour,

SVP enregistrer cette plainte pour notre région.

Merci.

Joanne Toutant

Agente régionale de programmes, Division des Services corporatifs et des Programmes, Région du Québec
Agence des services frontaliers du Canada/Gouvernement du Canada
joanne.toutant@cbsa-asfc.gc.ca / Tél.: (514) 283-8700 poste 8005 / TTY: 866-335-3237

Joanne Toutant

Regional Program Officer, Corporate & Programs Services Division, Quebec Region
Canada Border Services Agency/Government of Canada joanne.toutant@cbsa-asfc.gc.ca / Tel.: (514) 283-8700 ext. 8005 / TTY: 866-335-3237

De : Perreault, Karine

Envoyé : 22 mai, 2018 15:07

À : Quebec Complaints / Plaintes Québec (CBSA/ASFC) <CBSA.QueComplaints-PlaintesQue.ASFC@cbsa-asfc.gc.ca> **Cc**
: Perreault, Karine <Karine.Perreault@cbsa-asfc.gc.ca>

Objet : TR:

Bonjour,

Svp faire numéroter cette plainte.

Merci

Karine Perreault

Adjointe administrative, District des aéroports – Région du Québec Agence
des services frontaliers du Canada | Gouvernement du Canada
karine.perreault@cbsa-asfc.gc.ca | Tél: 514-633-7702 | ATS: 866-335-3237

Administrative Assistant, Airports District – Quebec Region Canada Border
Services Agency | Government of Canada karine.perreault@cbsa-asfc.gc.ca | Tel: 514-633-7702 | TTY: 866-335-3237

De : QUE-PET, Programmes

Envoyé : 22 mai, 2018 2:34

À : Perreault, Karine <Karine.Perreault@cbsa-asfc.gc.ca>

Objet : TR:

Bonjour Karine,

Une plainte à l'endroit de l'ASF à la sortie.

Merci,

Catherine

Catherine Renaud

Agente régionale des programmes, Services opérationnels, Division des services corporatifs et des programmes, Région du Québec

Agence des services frontaliers du Canada / Gouvernement du Canada catherine.renaud@asfc.gc.ca

/ Tél.: 514-633-7815 / ATS: 866-335-3237

Regional Programs Officer, Operational Services, Corporate and Program Services Division, Quebec Region
Canada Border Services Agency / Government of Canada
catherine.renaud@asfc.gc.ca / Tel.: 514-633-7815 / TTY: 866-335-3237

De : YULClientele [<mailto:YULClientele@admtl.com>]

Envoyé : 22 mai, 2018 2:23

À : QUE-PET, Programmes <QUE-AeroportsDorval-Mirabel.Programmes@cbsa-asfc.gc.ca> **Objet**

Bonjour,

Ceci est pour votre suivi.

Merci,

AÉROPORTS DE MONTRÉAL Stéphanie
Chéhadé
Agente, Relations clients
Officer, Customer Relations

800, place Leigh-Capreol, bureau 1000
Dorval (Québec) CANADA H4Y 0A5 WWW.ADMTL.COM

De : Chéhadé, Stéphanie

Envoyé : 22 mai 2018 14:22

À : Chéhadé, Stéphanie <Stephanie.Chehade@admtl.com> **Objet**

Information

Numéro de référence

Numéro référence origine

Type Direct-Plainte

Statut

No. carton

Dates et heures

Date du Commentaire 20/05/2018

Date de Fermeture 22/05/2018

Résolution	2
------------	---

Voyageur	
Civilité	
Nom	
Prénom	
Adresse	
Ville	
Code postal	
Province \ État	
Pays	
Courriel	
Téléphone	
Langue	Anglais
Motif de la visite	Arrivée

Détails évènements	
Date de l'évènement	20/05/2018
Mode de réception	Formulaire Web
Catégorie	Plainte
Site	YUL - Montréal - Trudeau
Transporteur	Non spécifié
No. de vol	

Localisation	
Niveau	Général
Secteur	Agences gouvernementales

Section	ASFC
Dimension	Personnel/service à la clientèle

Commentaire	
Commentaire	I'd like to report a specific employee who was acting unprofessional goofing around with her colleague and then overly aggressive when checking customs clearance documents. !
Réponse souhaitée	
Oui	
Réponse ADM	
-	
Date de début	
2018-05-20T04:00:00Z	
Date de fin	
2018-05-20T04:00:00Z	

Documents
Pièces jointes

Payette, Ryan

From:
Sent: May 23, 2018 02:23 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: May

date_day: 21

date_year: 2018

time_hh: 1

time_mm

location: 3273- Toronto pearson terminal 1

feedback: Sufri un acto de discriminación, por parte de una agente,

1

certification: yes

Submit: Enviar

Mozilla/5.0 (Linux; Android 6.0; BLL-L23 Build/HUAWEIBLL-L23) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/66.0.3359.158 Mobile Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: May 26, 2018 11:04 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: May

date_day: 26

date_year: 2018

time_hh: 1

time_mm:

location: Vancouver Airport

feedback:

the officer was very rude

certification: yes

Submit: Submit

Mozilla/5.0 (iPad; CPU OS 11_4 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/11.0 Mobile/15E148
Safari/604.1 vnt1173121356

Ellis, Jeff

From:
Sent: May 28, 2018 02:29 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2: |

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: May

date_day: 27

date_year: 2018

time_hh: |

time_mm

location: Pearson International Airport

1

2 service provider:

feedback: PROTECTED A

one of the female officers yelled about a small incident officer stood on her stool and yelled so loud to "fix the belt", (more than once) that the whole arrivals level stopped and went silent

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; WOW64; Trident/7.0; Touch; rv:11.0) like Gecko vnt1173121356

Mcphail, Marshall

From:
Sent: May 29, 2018 03:47 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name: :

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 17:00

date_month: May

date_day: 14

date_year: 2018

time_hh:

time_mm

location: MISSISSAUGA ONTARIO

1

2 service provider: Entry
into Canada

feedback:

PROTECTED A

the Canada government in the Immigration border.

mistreated by

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko vnt1173121356

Payette, Ryan

From:
Sent: May 30, 2018 08:52 AM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

time_contact-hh: 12:00

date_month: May

date_day: 26

date_year: 2018

time_hh:

time_mm:

location: YVR

feedback:

was using her position as an officer to justify for her rude and unnecessary

1

behaviour/comments.

unnecessary for her to raise her tone of voice and gave me a rude stare while getting angry with me.

certification: yes

Submit: Submit

Mozilla/5.0 (iPhone; CPU iPhone OS 11_3 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/11.0
Mobile/15E148 Safari/604.1 vnt1173121356

Payette, Ryan

From:
Sent: May 30, 2018 07:27 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code

country:

time_contact-hh: 10:00

date_month: May

date_day: 28

date_year: 2018

time_mm: - mm -

location: Toronto International Airport

feedback:

verbally aggressive towards my mother. !

At this point the border service officer was very angry and

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/66.0.3359.181
Safari/537.36 vnt1173121356

Ellis, Jeff

From: CBSA-ASFC_CONTACT
Sent: June 1, 2018 01:24 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: FW: ' ' Re: Plainte contre une douaniere.
Hello Complaints Unit,

Client complaint for your action please, we will close this transaction on our end.

Thank you,

Richard Thurston

Technical Advisor, Border Information Services and Contact Us Canada Border
Services Agency / Government of Canada richard.thurston@cbsa-asfc.gc.ca / Tel 1-
204-983-3413 / TTY: 866-335-3237

Conseiller Technique, Service d'information sur la frontière et Contactez-nous Agence
des services frontaliers du Canada / Gouvernement du Canada
richard.thurston@cbsa-asfc.gc.ca / Tél 1-204-983-3413 / ATS: 866-335-3237

From: May 30, 2018 11:40 AM
To: poste.garde@servicecanada.gc.ca; contact@cbsa.gc.ca
Subject: Re: Plainte contre une douanière.

Veillez me contacter à l'address suivante

From: Poste.Garde@servicecanada.gc.ca <Poste.Garde@servicecanada.gc.ca> **Sent:** Wednesday, May 30, 2018 12:37:59 PM
To: contact@cbsa.gc.ca
Cc: [\[redacted\]](#)
Subject: Plainte contre une douaniere.

Bonjour,

j'ai été malicieusement victime de profilage racial et
religieuse.

PROTECTED A

Son, Kyung-Ok

From:
Sent: June 2, 2018 04:12 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--. subject: Feedback Form

feedback type: complaint email2: first name: family

name: phone number: address:

city: province state: postal code: country:

time_contact-hh: 10:00 date_month: June date_day: 02 date_year: 2018

time_hh: time_mm: - mm - location: Toronto Airport Terminal 1 tracking

form cargo number: A female custom officer with attitude

1

1

PROTECTED A service provider: Custom

feedback: ' This female officer haf such a bad attitude that she kept asking me "which country is this?

certification: yes

Submit: Submit

Mozilla/5.0 (Linux; Android 6.0; PLK-AL10 Build/HONORPLK-AL10) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/66.0.3359.158 Mobile Safari/537.36 vnt1173121356

Payette, Ryan

From:
Sent: June 5, 2018 04:50 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city:

province state:

postal code:

country:

date_month: June

date_day: 03

date_year: 2018

time_hh:

time_mm:

location: MONTREAL - PIERRE TRUDEAU AIRPORT

feedback:

Her demeanour suggested this was a serious matter and she volunteered to me that two such warnings

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 10.0; Win64; x64; rv:60.0) Gecko/20100101 Firefox/60.0 vnt1173121356

Payette, Ryan

From:
Sent: June 12, 2018 09:45 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: WWW Form Submission
frmID: ccc

Confirmation: Thank you for sharing your feedback. Your message has been sent. For more information on how the CBSA handles feedback, please visit our --FAQ Page--.

subject: Feedback Form

feedback type: complaint

email2:

first name:

family name:

phone number:

address:

city: |

province state:

postal code:

country:

time_contact-hh: 10:00

date_month: June

date_day: 20

date_year: 2017

time_hh

time_mm:

location: TORONTO PERSON AIRPORT

1

feedback:

officer's rude attitude, harsh tone, interrogating way, and especially severe
disgusting/loathing facial expression.

certification: yes

Submit: Submit

Mozilla/5.0 (Windows NT 6.1; Win64; x64; rv:59.0) Gecko/20100101 Firefox/59.0 vnt1173121356

Payette, Ryan

From:
Sent: June 15, 2018 04:23 PM
To: CBSA-ASFC_Complaints_Unit-Division_des_plaintes
Subject: Soumission du formulaire WWW
frmID: ccc

Confirmation: Merci d'avoir partagé votre rétroaction. Votre message a été envoyé. Pour plus d'information sur la façon dont l'ASFC traite la rétroaction, veuillez visiter notre --page FAQ--.

sujet: Formulaire de rétroaction

type de retroaction: Plainte

courriel2:

prenom:

nom de famille:

numero de telephone:

adresse: |

ville:

province etat:

code postal: |

pays:

time_contact-hh: 10:00

date_jour: 04

date_mois: juin

date_annee: 2018

temp_hh: 2

temp_mm:

lieu: Toronto Pearson airport

retroaction:

intimidating and harassing approach to all her questioning..

She took a more

attestation: yes

Submit: Soumettre

Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/67.0.3396.87
Safari/537.36 vnt1173121356